SUCCESS STORY | PHARMA

Leading US-based global IT company improves CX with an AI-powered Field Services Platform

For better automation, self-service, personalization, and context-driven recommendations

About the client

The client is a US-based global information technology company that offers high-performance, security-centric solutions along with digital transformation, industry applications, and workplace services for the most demanding businesses and governments in the world. By providing a wide range of customer experience applications and solutions through its cloud-native enterprise platform, the client supports 17 million service desk contacts and 3.5 million devices in 100+ countries.

Requirement

The client had a non-user-friendly, web-only platform for field echnicians to access troubleshooting information and instruction and manage their appointments. Due to many inefficiencies and changing plans and priorities, they struggled to scale up, ensure a timely response, and provide personalized and context-driven recommendations.

Solution

Servion built an AI-powered Field Service app as a perfect illustration of our Automation & Self-Service vision! This responsive (web and mobile) app, driven by NextIT Chatbot and NICE RPA, allowed it to redeploy a 7-person dispatch center.

The solution included:

• 24/7 accessibility on the web and mobile.

• Single Sign-On, using OAuth

- Integrated with Amelia chatbot to capture the user intent and handle the user request accordingly

- Integrated with ServiceNow for ticket creation

- Integration with Nice RPA to automate the request

- Schedule Contact to resolve the request

- Knowledge Base/FAQs and Publish Outages

- Ability to conduct surveys

- Technology Stack: React js and React Native (Front End), Spring Boot (Back End), and Apache Tomcat (Webserver)place to define and implement qualit practices

Business outcomes

Servion's new AI-powered Field Service app brought about several critical benefits or the client, including:

- Improved personalized and context-driven recommendations

- Launched initially as a managed service desk offering, the platform expanded to all services, including fiel engineering and smart workspaces.

- Deployed for fi e enterprise customers.

- A three-fold improvement in application performance.

- Enhanced user experience