


Case Study


muratec



MURATEC

Murata adopts Trident Field Serve: Mobile App for Service Management

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THE CLIENT

Muratec has introduced a wide range of textile machinery products, including the LINK CONER, automatic winder which can be directly linked to a spinning frame for high-speed and high-quality production of many types of yarn. The VORTEX spinning machine, integrate three processes-rovig, spinning and winding.

Other developments include labor-saving transport systems and group control systems through our FA technology. Muratec also supports the fashion industry by manufacturing comprehensive textile machinery for everything from yarn to fabric.

CHALLENGES



Muratec had customers spread pan India and had a team 70+ service engineer to provide post sales service to these customers. However, there were two factors very critical when it came to servicing customers - not only did they need to improve service delivery and the service experience, they also need to efficiently manage the work tasks performed across multiple locations by a finite field services team and, in many ways, the latter helps to influence the former.

SOLUTION

The service management solution needed to track detailed contract details for every customer, manage preventative maintenance (PM) schedules and check lists. The solution had to provide transparency to all lines of business from sales, to field service and financial management. Moreover, the solution needed to be scalable with the ability to grow with their business.

Field Serve Apps with web based application was deployed for service management module. It had following components:

- Contract Management
- Incident Management / Tickets
- Parts Requisition
- Preventative Maintenance Check Lists
- Field Service Scheduling
- Customer Billing
- Mobile Enablement
- Reports
- Time and Expense Capture

BUSINESS NEEDS ADDRESSED

- A fully integrated and comprehensive solution that provides complete information access on multiple devices
- Effective management of order processing, scheduling and delivery process
- Achieve rapid response to customer requests
- User-friendly and device compatible application
- Manage field sales personnel efficiently by monitoring daily activities to increase productivity.

BUSINESS BENEFITS ACHIEVED




- ✔ Complete Visibility: For the first time, service teams are gaining deep visibility into the entire service delivery operation, and it's changing the way they do business.
- A Full Solution: Not only contract entitlements, scheduling & optimization, parts & reverse logistics, but also cutting-edge mobility, social collaboration, and real-time customer & partner communities.
- ✔ Cloud-Based: A proven field service Cloud platform, customers get up and running fast in a low cost subscription model.
- ✔ Access Everywhere: Mobile, anywhere access to ALL pertinent information.
- ✔ Connected to the Industrial IoT: Proactive, intelligent service delivery.

THE RESULTS

The customer was able to achieve all the following and much more

- ✔ Keep "one source of customer truth"
- ✔ Automate pro-forma invoice creation for contract and service billing
- ✔ Enable Service Level Agreement (SLA) compliance visibility
- Automate service contract/warranty renewals
- Present the pro-forma invoice and capture a signature on a mobile device
- Create and manage service plans/templates of popular service offerings
- ✔ Access contract details via the customer or partner portals and communities
- Check entitlements automatically across multiple objects, online or offline

WHAT DOES A FLAWLESS FIELD SERVICE APP LOOKS LIKE

-  18% Increase in productivity due to Mobile Access
-  13% Increase in Service Revenue
-  11% Reduction in Cost

Field Serve is a comprehensive, cloud-based, and mobile enterprise solution that manages the service delivery process. Connected to Industrial Internet of Things and APM, the Field Serve field service management platform enables customers, such as Original Equipment Manufacturers and equipment owners/operators, to increase productivity, drive efficiencies, reduce compliance and safety risks, grow service revenue, and improve customer experience by transforming the way service is delivered. Field Service Transformation is a key component of Industrial Digital Transformation, allowing customers to implement new business models that focus on customer outcomes.



ABOUT TRIDENT

Trident is a global consulting firm that empowers organizations around the world to digitally transform and grow their businesses. Our expert consultants offer strategic consulting, implementation services, support and managed services and pre-built software solutions that help our clients innovate and reinvigorate customer, employee, partner and supplier experiences and processes using Microsoft Dynamics 365, ERP, CRM, Business Intelligence/Analytics and related Microsoft cloud solutions.

Trident enables Digital Transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights through an integrated set of disruptive technologies: big data analytics, internet of things, mobility, cloud, security, unified communications, etc.

CRM MS D365 Sales MS D365 Marketing	ERP MS D365 Operations MS D365 Business Central Microsoft Dynamics AX Microsoft Dynamics NAV	Internet of Things (IoT) Retail Supply Chain Asset Management Fleet Management Energy Management
Audit & Risk Analysis ACL GRC ACL Exchange ACL Analytics	Business Intelligence MS Power BI SPSS Qlik Sense	Retail Applications LS Retail D365 Retail
DevOps IBM Microsoft Dynatrace	Mobile Apps Sales Force Automation Service Team Automation Customer Loyalty Management Mobile Inventory Management	Security Application Security End Point Security Database Security

Trident's Vertical Focus



Retail



Hospitality



E-Commerce



Logistics



Manufacturing



Real Estate &
Construction



Education

Recognitions and Awards



'Transformative 100' by ChannelWorld at the Premier 100 annual awards for 2016, 2017, 2018



Microsoft Dynamics President Club winner from Microsoft for Microsoft Dynamics Navigation, Axapta & MSCRM, 2011



Gold Certified Partner for Microsoft Dynamics Navigation, Axapta & MSCRM



Platinum Partnership with LS Retail supporting clients with more than 5000 POS.



Attainment of **Premier partnership** status with IBM, 2010



Most Innovative Partner of the Year award from IBM, 2009.



Strategic Alliances



Quick Facts

1999 Year of Establishment

250+ No. of Employees

300+ No. of Customers

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