Birlasoft **CXSPRINT** Field Service Management

Rapid Implementation Services for SAP® FSM

40% - 60%
Reduction in
Implementation Time

100%
Remote
Delivery Model

50%
Reduction in
Project Costs

Speed to Value with Maximum Impact in Minimal Time

Birlasoft's CXSPRINT is a low cost rapid implementation approach designed to reduce cost, accelerate speed to value and minimizing risk, across SAP's Customer Engagement solutions with multiple pre-build features and integration.

CXSPRINT Field Service gives organizations the ability to deploy the fully integrated version of SAP's Field Service Management for as little as one third the implementation cost of the full SAP Launch approach.

Start at your own pace with a pre-configured "Out-of-the-Box" solution designed to keep the scope simple. CXSPRINT lets you build and extend "As-you Go" to fit your business needs.

SAP Field Service Management Deployment

TRADITIONAL APPROACH	CXSPRINT Field Service
Costly with expensive change requests	Fixed fee engagement
Deployment timeframe: typically 9 to 12+ months	Integrated S/4 HANA, CRM and SAP Cloud for Service via SAP CPI in **10 -12 Weeks!**
Too many configuration options can be overwhelming, time consuming.	All the functionality and integrations necessary to launch a fully integrated system
Complexity drives reliance on SI for future enhancements	System training and complete functional documentation are included

KEY FEATURES

Fully Responsive

State of the Art Design

High Performance

DIFFERENTIATORS

Proven implementation methodology

Integrated with SAP Service Cloud or ECC/S4

Industry expertise and solutions

BENEFITS

Significant cost reduction

Data Security with SAP Field Service cloud

Improve Field Service response times

Packaged Solution for **CX**SPRINT Service

Budget: Fixed Price **$180K**

Scope: Fully Integrated and Operational in **12 WEEKS!**

Approach: Best Practice SAP® Methodology leveraging Birlasoft's Unique Tools and Accelerators

SAP FSM FEATURES

ROUTE PLANNING/DISPATCH	CROWD SERVICE	SMARTFORMS	S4 HANA / C4C INTEGRATION
SERVICE REPORT & SIGNATURE CAPTURE	EQUIPMENTS	RESPONSIVE MOBILE (OFFLINE CAPABILITIES)	USER/ACCOUNT MANAGEMENT
PART INVENTORY	GOOGLE MAP INTEGRATION	AI BASED AND MANUAL RESOURCE SCHEDULING	STANDARD DASHBOARD ANALYTICS
ACTIVITY CHECKLISTS	WORFLOW RULES AND NOTIFICATIONS	TRAINING & POST GO-LIVE SUPPORT	TIME AND MILEAGE APPROVALS

What's Included

- Perfect Self Service Moment

- Realtime Status, History and Reporting Management

- Offline Mobile Capabilities

- Time, Material and Mileage Capture with CATS integration

- Resource Scheduling based on skills, geography and availability

- Standard Integrations for SAP ECC/S4 HANA and C4C

- API framework for rapid integration

- CPI Integration between C4C and S4 HANA

- Deployable solution designed specifically for the SAP FSM Cloud

- 20 Field Service Users

- Solution testing for quality/ regression/performance testing

- **CX**SPRINT HyperCare warranty support 10 days post-launch included

- Technical specification and training documentation

- Optional: Birlasoft CX SmartAMS for maintenance, enhancements and optimization

The Birlasoft Difference

| **100+** CX projects and Counting	**200+** Consultants Worldwide	**SAP S/4HANA & SAP ECC** End-to-End Integration	**Proven Results** with Deep UX/UI Domain Expertise	**25 Year** Footprint Across the SAP Landscape

Global Deployment Capabilities
- Multi-country deployments
- Local country resources
- Award Winning AMS Support

Strong Value Prop
- Cost effective onshore/offshore model
- 16 yr. SAP relationship
- Innovation, IP and offshore COE
- Dedicated Marketing team
- CX Reseller

Our Sweet Spots
- B2B/B2C Commerce + Product Configuration / Variant Config, CPQ
- Sales Cloud / Callidus Commissions
- Service Cloud
- Marketing Cloud

birlasoft
CX SPRINT
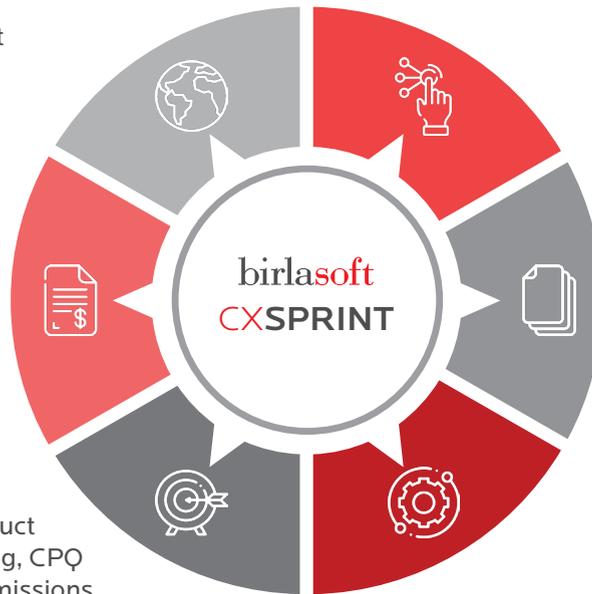
Full complement of CX skills
- CREATIVE: Creative, UX and Digital Transformation
- TECHNICAL: Onshore/offshore developers
- INTEGRATION: SAP ECC, S/4 and 3rd party

Functional Expertise
- Marketing Cloud
- Sales Cloud / Commissions
- Service Cloud
- Commerce Cloud (CPQ, VC)
- Customer Data Cloud
- Qualtrics

We do the Plumbing
- SAP Cloud Platform Integration
- Legacy Datahub
- SAP S/4HANA integration knowledge

Partner Ecosystem:

opentext™   **paymetric**   **CyberSource®**   **mindtouch**   **DocuSign**

VERTEX   **Google**   **monetate®**   **adyen**   **ClickSoftware**

Birlasoft Packaged Solutions for SAP Customer Experience

Commerce B2B or B2C	Migration to Commerce Cloud (support Move program)	Sales
Service	Customer Data	Commissions

SmartAMS for Customer Experience

In the digital economy, to be an industry leader, organizations must make their AMS intelligent and automated, leveraging the latest digital technologies like Artificial Intelligence and Machine Learning. With intelligent and automated **SmartAMS,** companies, can achieve proactive support, thus gaining insight into issues before they actually impact end-users.

KPIs From SmartAMS

85% YoY
Critical
Incident
Reduction

96%
Adjusted
SLA
Adherence

22%
Reduction
in User
Generated
Tickets in
a year

29% YoY
Cycle time
reduction
for user
ticket
resolution

28%
Service
Requests
resolved per
month through
Automation

Birlasoft's SmartAMS Key Features

Self-Managed: Seamless Transition to managed Services

Efficiency: Cost Optimization and 360 Degree Cognitive Automation

Transparency: Comprehensive SLAs and KPIs around Resourcing, quality and timeliness

Scalable & Flexible Engagement Model: Right-shore Capabilities with Core + Flex demand driven model

How to Get Started?

Connect with your Birlasoft CX Expert for a free Pre-Assessment on the project scope

Contact us at: **contactus@birlasoft.com**

Why Birlasoft?

**12,000+
Employees
Globally**

**Development Centers -
India (4) USA (1) |
Operations Centers -
Brazil and UK**

**5 Continents
14 Offices
27 Countries**

**2000+
Consultants
World-Wide**

**True
Digital
Expertise**

**Industry
and Analyst
Recognized**

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CK Birla Group, Birlasoft with its 12,000+ professionals, is committed to continuing the Group's 160-year heritage of building sustainable communities.