Digital Field Service (DFS)

In today's competitive market, service is increasingly becoming the key battleground, point of differentiation and revenue growth driver for manufacturers and service providers alike.

Oracle's innovative Digital Field Service (DFS) solution for asset and service intensive industries represents a break-through in the ability to deliver an integrated platform for differentiated service business.

DFS is a 100% cloud based solution, combining the emerging technologies of IIoT and Big Data analytics, with optimized mobile service scheduling and knowledge management, in a modern platform for the modern service economy.

KEY FEATURES

- Service & operations dashboards for real-time monitoring of asset performance, intervention and issue resolution.
- Predictive analytics and performance alerts to speed up issue diagnostics and resolution.
- Augmented intelligence, integrating data-in-motion and data-at-rest with open source tools and advanced data mining algorithms for effective modeling.
- Integrated scheduling and service personnel dispatch based on criticality of the issue, competency and service level agreement.

KEY BUSINESS BENEFITS

- Increase first-time fix rate to meet customer expectations and SLA's.
- Reduce the cost of service activities and jobs dispatched to the field.
- Enable dynamic scaling of the service business through driving remote fix, self-serve and upgrades.
- Analyze service line performance for continuous improvement.
- Integrates service and sales with back-end systems of record for better-targeted upsell and cross-sell opportunities.

Improve Visibility, Remote Monitoring & Resolution

Real-time view of the performance of assets deployed in the field, allowing service managers to and customers to interact with the asset, interrogate a knowledge base, determine next-best-action and resolve issues remotely, increasing asset uptime, improving customer satisfaction and reducing cost of service.

Mitigate Risks with Predictive Analytics, Prognostic Driven Maintenance & Intervention Decision

Drive the real-time service enterprise with predictive analytics and equipment performance alerts to predict service and maintenance issues and improve equipment uptime.

- Increase customer satisfaction and retention through effective service models and decreased cost.
- Increase service technician efficiency through knowledge collaboration and streamlined access to information.
- Mitigate job and quality risks with system validation and policy automation.
- Mitigate risk associated with new value-based service contracts.
- Reduce capital and operating expenditures through Oracle's secure cloud services that are built to scale and integrate within and between organizations.

SOLUTION KEY FEATURES

- Operated and delivered as a cloud service – reducing cost of deployment.
- Fast-to-deploy – speeding-time-to-value.
- Integration platform for sales, service and marketing – creating an end-to-end efficient business.
- Integration with asset management and operational systems - maximizing the business value.
- Purpose built to drive outcome based value and business driver related impact.

Speed Up Resolution with Next-Best-Outcome

Assisted and guided diagnostics based on equipment fault / history / performance for faster resolution, reducing unplanned asset downtime and delivering the best service for the client.
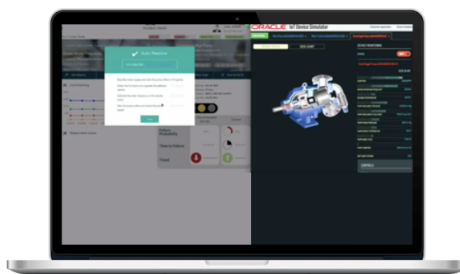
Optimized Scheduling & Dispatch

Optimized scheduling and dispatch of service personnel. Right person, right place, right parts and right time – aligned with the capacity constraints and balanced with organizational business objectives and service level agreement mandates.
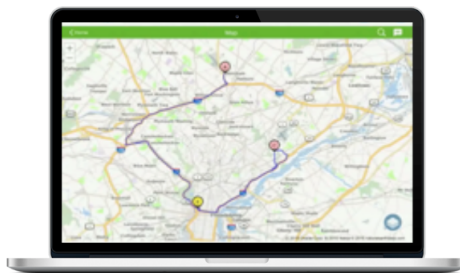
Enable a Modern, Secure Public Cloud

Cloud based deployment and subscription models, allowing for wider flexibility and scalability to reduce capital and operating cost while enabling the innovation that cloud provides.
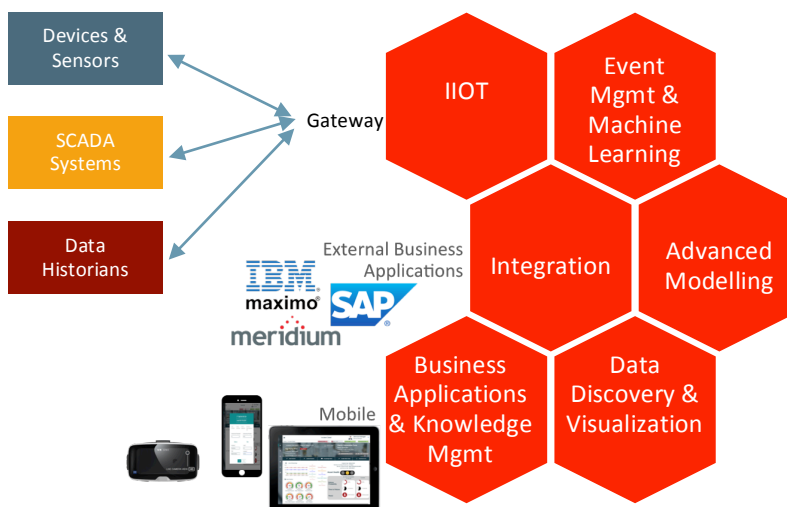
CONTACT US

For more information about Digital Field Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative

Integrated Cloud Applications & Platform Services