

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 technicians 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.

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- Single Sign-On, using OAuth

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

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- Integrated with ServiceNow for ticket creation

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- Integration with Nice RPA to automate the request

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- Schedule Contact to resolve the request

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- Knowledge Base/FAQs and Publish Outages

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- Ability to conduct surveys

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

Business outcomes

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

- Improved personalized and context-driven recommendations

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

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- Deployed for five enterprise customers.

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- A three-fold improvement in application performance.

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- Enhanced user experience

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.

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