

Turn After-sales Service into a Profit Engine with Advanced Field Service Management

Flyer



Hexaware's field service solution helps manufacturers keep assets running, customers loyal, and technicians empowered.

If you design, build, and ship complex equipment, your real relationship with the customer starts after delivery. When an asset fails, they're not buying a repair—they're buying confidence that you'll be there, fast, with the right fix.

Hexaware's field service management solution gives you:

- **Higher first-time-fix rates** so customers see you as a trusted partner, not a recurring problem.
- **More productive technicians** with less time lost to searching, rescheduling, or waiting on parts.
- **Higher asset uptime** that protects your brand and your customers' business.
- **Stronger after-sales margins** through smarter contracts, better planning, and fewer repeat visits.
- **End-to-end visibility** from asset health to work orders, technician performance, parts, and billing.

All delivered on a modern platform based on Dynamics 365 Field Service, tailored for manufacturing after-sales operations.

Why After-sales Field Service Is So Hard Today

For most manufacturers, after-sales service runs on spreadsheets, emails, and disconnected systems. That shows up as:

- Technicians arriving on-site without the right skills or information.
- Parts stuck in the wrong warehouse when a customer needs them urgently.
- No real-time support for technicians when troubleshooting complex issues.
- Warranty and contract terms tracked separately from actual field work.
- Limited insight into which assets, customers, or sites are driving cost and risk.

The result: more downtime for your customers, higher operating costs for you, and lost opportunities to grow service revenue.

How Hexaware's Field Service Solution Delivers Value

Hexaware's field service solution brings everything together in one unified experience, built around the way manufacturing after-sales teams actually work.

We help you:

- Sense issues early with remote asset and condition monitoring, backed by predictive maintenance.
- Prioritize the right work based on risk, impact, SLAs, and customer commitments.
- Orchestrate people and parts so the right technician, tools, and inventory show up together.
- Guide technicians step-by-step through maintenance and repair activities, with self-service support.
- Close the loop with integrated contracts, warranty, billing, and reporting.

So every service visit is faster, more accurate, and more valuable—for you and for your customers.

How It Works: From Insight to Action

Monitor and predict

- Remote condition and asset performance monitoring.
- Predictive maintenance models to flag emerging issues and recommended actions.
- Clear prioritization based on asset criticality, risk, and business impact.

Orchestrate work, workforce, and parts

- Work order creation, planning, and maintenance scheduling with skills, location, and availability in mind.
- Automated appointment booking and route optimization.
- Workforce planning that balances technician utilization with SLA commitments.
- Intelligent parts management with real-time visibility into inventory, locations, and alternates.

Guide technicians and learn from every visit

- Guided work execution with checklists, digital procedures, and step-by-step instructions.
- Technician self-service via voice, chatbot, or head-mounted display for hands-free support.
- Remote assistance and virtual training so experts can support multiple sites without travel.
- Automatic capture of photos, notes, telemetry, and completion data to feed analytics and continuous improvement.

Key Capabilities At-a-glance

- **Remote asset and condition monitoring** with predictive maintenance support.
- **Work order and maintenance management** for planned, scheduled, and unplanned jobs.
- **Technician enablement** with mobile workforce management tools for access, self-service knowledge, and remote assistance.
- **Intelligent parts management** including real-time stock, suggested parts, and chatbot-based ordering.
- **Automated planning and scheduling** for jobs, workforce, and resources through field service automation
- **Integrated billing, warranty, and contracts** so financials and service history stay in sync.
- **Virtual training and simulation** to onboard and upskill technicians faster.

Why Hexaware



We don't just digitize your existing processes. We help you reimagine after-sales service as a strategic, data-driven growth engine.

Turn Service from a Promise into a Performance Advantage

Talk to Hexaware about our field service solution and see how we can help you boost uptime, strengthen customer relationships, and grow after-sales revenue.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With offices across the world, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.