



FIELD SERVICE OPTIMIZATION

MAKE YOUR DATA WORK TOWARDS BOOSTING PRODUCTIVITY AND INCREASING REVENUE

Keeping up with evolving customer expectations from field service operations can be a real challenge. Manufacturers need to redefine their field service operations from a reactive to a proactive strategy.

Tavant combines best practices in connected technologies, machine learning, and artificial intelligence to help companies cope with the new realities of field service operations. Tavant's Field Service solution provides field service teams with actionable insights and 360-degree knowledge of their customers, machines and field technicians at all times to help boost productivity, enhance customer experience, and ultimately impact revenue.

GET THE MOST OUT OF YOUR FIELD SERVICE OPERATIONS

- **Contactless Service**

Let your customers book online service appointments through self-service portal.

- **Schedule and Prioritize Tasks**

Assign the right technicians to the right jobs based on skills, vicinity, and business rules.

- **Manage Operations On-the-Go**

Keep workforce up-to-date with latest policies and customer information (both online and offline mode) with a mobile app.

- **Make Actionable Decisions**

Use analytics customized for field service to get real-time visibility into operations and KPIs.

- **Intelligent Maintenance**

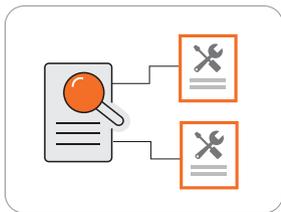
Use IoT, machine learning, and equipment usage data for real-time equipment information, early failure detection, and predictive maintenance.



CONNECTED, OPTIMIZED, AND INTELLIGENT FIELD SERVICE

- Superior field service tools to empower field service personnel on the job
- 360-degree view of all assets, products, and customer information in one place
- Integration with other service lifecycle modules like warranty, order fulfillment, and more for a seamless customer experience
- Intelligent platform with real-time actionable insights to increase machine uptime and efficiency of production facilities

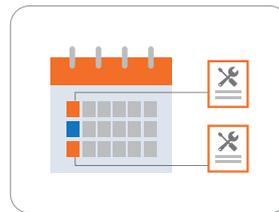
FEATURES



Create work orders
from cases



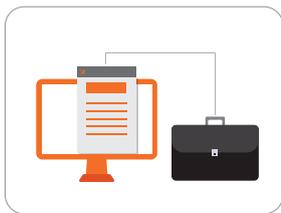
Manage and
monitor technicians



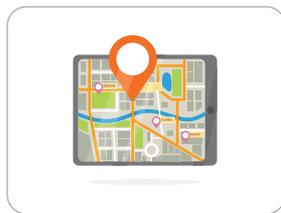
Scheduling and
order management



Vehicle location tracking



Job status updates



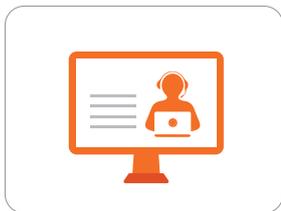
Route optimization



Knowledge repository



Parts and inventory
management



Customer portals



Machine Failure Prediction



IoT Analytics



Integrated SLM



DELIVERING RESULTS FOR ALL STAKEHOLDERS

BENEFITS

For Customer

- Service requests made easy
- Improved and trackable experience
- Notifications and alerts for better customer experience

For Field Technician

- Instant visibility of customer's 360-degree data
- Dynamic scheduling with improved greater efficiency in time management
- Ability to process urgent work orders on priority

For OEM

- Reduce repair/maintenance time
- Improved decision-making based on a connected data
- Manage parts and inventory efficiently

TAVANT PRODUCTS AND SERVICES





INDUSTRY EXPERTISE



Industrial Machinery



Auto Parts & Equipment



Construction Machinery/
Heavy Truck



Automobile



Agriculture &
Farm Machinery



Motorcycle/
Leisure products



Construction Materials/
Building Materials



Electrical Components
& Equipment

ABOUT TAVANT

Headquartered in Santa Clara, California, Tavant is a digital products and platforms company that provides impactful results to its customers across North America, Europe, and Asia-Pacific. Founded in 2000, the company employs over 2500 people and is a recognized top employer. Tavant is creating an AI-powered intelligent enterprise by reimagining customer experiences, driving operational efficiencies, and improving collaboration.



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