TAVANT

TMAP Field.AI
Optimize Field Services with Predictive Insights

Overview

TMAP Field.AI transforms your service operations from good to great, manual to automated, and reactive to proactive with our cutting-edge AI-enabled field service features. Increase operational efficiency, empower your technicians, and satisfy customers - all while cutting expenses and optimizing uptime. Lead the way with AI and advance the innovation of field services.

Enhance Service Quality
Equip field engineers with GenAI-enabled triage for superior knowledge capture and service delivery.

Reduce Operational Costs
Utilize AI to streamline routing and parts management, maximizing cost savings and asset utilization.

Boost First-Time Fix Rates
Elevate field operations' efficiency and effectiveness.

Improve CSAT and NPS
Actively measure and elevate customer satisfaction and loyalty.

Features

Intelligent Service Recommendations
Leverage AI to analyze service history, equipment preferences, technician interactions, and other relevant data to provide precise service recommendations.

AI-powered Smart Search
Upskill the workforce with easily accessible, contextualized knowledge from service history, equipment preferences, technician interactions, knowledge articles, cases, videos, and manuals for informed decision-making.

Technician Feedback Loop
Enhance the centralized knowledge base with real-time scored technician feedback, enabling trend analysis to detect equipment quality issues.

Improve Data Quality
Utilize AI models to analyze technician comments and provide relevant symptom, remedy, and QA codes.

Improve MTTR, MTBF, Fix Rate
Track key performance metrics such as first-time fix rate, Mean Time to Repair (MTTR), Mean Time Between Failures (MTBF), Mean Time to Failure (MTTF), repeat visits, and average response handling time.

Advanced Scheduling and Routing
Leverage machine learning to refine technician itineraries and paths, boosting efficiency and optimizing travel time, while aligning with parts availability and technician expertise.

Service & Parts Demand Predictions

Analyze symptoms and causal parts to predict necessary components, optimizing technician inventory for effective issue resolution.

Real Time Operations Analysis

Achieve immediate insight into field service activities, assess technician performance, and oversee work orders. Deliver predictive analysis on cost factors and operational efficiencies to identify savings opportunities.

Asset 360

Provide dealer technicians with precise SKU access required for diagnosing and resolving issues efficiently. Enable access to warranty, recalls, IoT alerts, knowledge, service history, and bill of materials information.

Why Choose Field.AI?

Industry Expertise

Leading Digital Transformation in aftermarket operations for over 24 years, Tavant enables organizations to enhance service operations and customer value with innovative field service solutions.

AI-Driven Optimization

Leverages AI to improve field service operations, enhancing everything from smart search to service demand forecasting, utilizing historical, real-time, and feedback data.

Real-Time Insights

Gain real-time visibility into field operations and make data-driven decisions to improve service quality and efficiencies.

Scalable and Flexible

Adaptable to diverse service environments and business sizes, with cloud or on-premises deployment options to meet varying infrastructure requirements.

Platform Compatibility

Seamless integration with enterprise systems, including Warranty, ERP, Field Service Management platforms, and more, with robust access control for enhanced data security and user permissions management.

Deploy Today, See Impact in 12 Weeks!

TAVANT

Santa Clara | Dallas | New Jersey | London | Bangalore | Hyderabad | Noida | Sydney | Tokyo | Colombia | Kolkata

+1-866-9-TAVANT | hello@tavant.com | tavant.com/tmap