

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 GenAl-enabled triage for superior knowledge capture and service delivery.



Boost First-Time Fix Rates

Intelligent Service

Recommendations

Al-powered

Technician

Improve

Data Quality

Improve MTTR, MTBF, Fix Rate

Feedback Loop

Smart Search

Elevate field operations' efficiency and effectiveness.



Reduce Operational Costs

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

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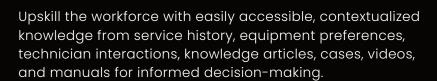
Improve CSAT and NPS

Actively measure and elevate customer satisfaction and loyalty.

Features

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

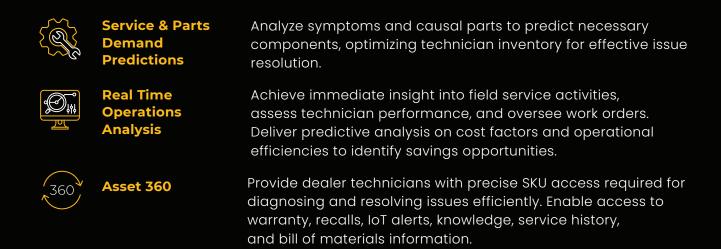


Enhance the centralized knowledge base with real-time scored technician feedback, enabling trend analysis to detect equipment quality issues.

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

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.



field service solutions.

and efficiencies.

Why Choose Field.AI?



Industry Expertise



Real-Time Insights

Al-Driven Optimization



Scalable and Flexible



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.

Leading Digital Transformation in aftermarket operations for

Leverages AI to improve field service operations, enhancing

utilizing historical, real-time, and feedback data.

data-driven decisions to improve service quality

meet varying infrastructure requirements.

Gain real-time visibility into field operations and make

Adaptable to diverse service environments and business

sizes, with cloud or on-premises deployment options to

everything from smart search to service demand forecasting,

over 24 years, Tavant enables organizations to enhance service operations and customer value with innovative



Deploy Today, See Impact in 12 Weeks!



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