

Infosys
cobalt FIELD SERVICE MANAGEMENT

Transforming field service management with augmented reality

With traditional field service management (FSM) processes getting obsolete, enterprises are looking for new ways to enhance their remote work and support capabilities. At scale, repeated site visits and limited visibility hinders customer delight, productivity savings, and optimal service levels. It also creates obstacles in achieving environmental, safety, and compliance targets.

Empowering technicians and end users with better and organized information can drastically improve field service management and customer satisfaction.

The ServiceNow and, Infosys FSM offering, part of [Infosys Cobalt](#), powered by CareAR helps achieve operational tranquility, improve experiences, and create a scalable foundation for future growth—faster. Teams can manage all field service actions with end-to-end capabilities from ServiceNow, while delivering leading FSM and enhanced outcomes with the only fully integrated, truly live Augmented Reality solution.

[Infosys Field Service Management powered by CareAR](#) connects service management and augmented reality to enable enterprises uplift their enterprise service management. Built using ServiceNow FSM, CareAR Assist and Instruct module, the offering enables service management teams anywhere, to provide real-time visual Artificial Reality assistance, guidance, and compliance for their on-site customers, field workers, and employees.

Powered by Artificial Intelligence and Artificial Reality, the offering amplifies automation, modernization, and transformation of enterprise-wide processes. It ensures always-on service delivery so businesses can enjoy productivity savings, higher efficiencies, and an innovation culture across the service experience continuum.

Field Service Management solution

Built on Now

Part of Infosys Cobalt Enterprise Service Management Café and powered by CareAR, the solution delivers expertise anywhere with an AR-enabled approach to field services.

The solution:

- Enables teams to do all field service actions through one platform with end-to-end capabilities from ServiceNow
- Extends productivity and reduce risk with device-agnostic AR platform
- Cuts costs and supports ESG initiatives with reduced site visits
- Closes skill gaps with multiparty collaboration



The bottom line?

Infosys Field Service Management seamlessly integrates augmented reality into field service workflows for smart, intuitive service delivery that enables remote and self-solve resolutions, optimizing field service productivity and enhancing customer satisfaction.

Outcomes

- Transform service and customer experiences up to 40% (net promoter score) with Augmented Reality seamlessly integrated into the workflow
- Enhance service efficiency up to 76% (faster time to resolution, higher first-time fix rates)
- Improve MTTR by up to 52%, thereby increasing efficiency
- Reduced service costs up to 35% by reducing field service truck rolls and reduce skills gap by making experts accessible anytime anywhere



At CareAR, our mission is to make expertise accessible with live visual AR interactions, instructions and intelligence to drive game-changing business outcomes that deliver significant operational efficiencies, reduce costs and create optimal customer and employee experiences," said Sajeel Hussain, Chief Revenue Officer at CareAR. "The operating model and innovation vision of Infosys is in full alignment with CareAR's vision of reinventing the service experience. ”

- Sajeel Hussain, CRO, CareAR



Service organizations are looking for opportunities to deliver advanced digital solutions that improve experiences for customers and technicians alike. Augmented and virtual reality have become imperative to that effort. The combination of CareAR's SXM platform, ServiceNow's leading AR Workflow extension, and Infosys' digital services and consultancy expertise will enable customers and technicians to take their service experiences to the next level and optimize the ways enterprises operate. ”

- Bulent Cinarkaya, GM, Field Service Management at ServiceNow

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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