Wipro FieldX

Powered by ServiceNow™ and Wipro iX to address critical needs of after-sales service management teams

FieldX is an end-to-end (predict to resolve to invoice) digital service life-cycle automation solution built on the Now Platform® App Engine and ServiceNow offerings. The solution elevates customer service management and field service management to the next level with artificial intelligence (AI), augmented reality (AR) and Internet of Things (IoT) offerings.

Wipro's FieldX offering leverages ServiceNow's Now Platform App Engine to digitize and automate departmental and cross- enterprise workflows

Key takeaways

Modernization of legacy systems using digital and cloud native technologies open up avenues for business agility and innovation. It enables:

Omni-channel support and 360-degree view of customer information consistent across channels, enabling organizations to proactively address the needs of their customers in after sales service management

Augmented reality based remote solve and knowledge models, image to text capability

Remote monitoring using IoT and automated case creation based on asset parameters and contract entitlements

Avoid failures with IoT and resolve incidents faster with augmented reality based assistance.

Key benefits

Enhancing customer satisfaction by delivering a consistent experience for service management across channels

Improving operator and field service worker efficiency using ServiceNow's industry leading capabilities in service management

Eliminating machine failure and increasing uptime through proactive IoT based monitoring

Features

Comprehensive customer experience
Wipro and ServiceNow come together to deliver a comprehensive automated customer experience while increasing agent efficiency, driving action to instantly take care of common customer requests using resources such as the portals, service catalogue, virtual agent, and online communities.

Paper to digital
Powered by the OCR capabilities of Wipro iX, the solution features text extraction and image classification capabilities to digitally migrate contracts and assign them to the right customer. This feature can also be extended to use cases such as invoice management and identity verification.

Remote sensing
Leverages inputs from IoT sensors to raise a case based on the service contract attributes. This insight not only helps during fault occurrence, but can also be used for scheduling fieldwork for preventive maintenance based on asset parameters. This support will ensure uninterrupted operation to ensure high efficiency and also avoid cost leakages due to sudden outages.

Remote assistance
The solution collaborates with augmented reality to provide work instructions and remote assistance to the field agents. The knowledge models, based on AR, empower field agents to perform their task quickly and in a more effective manner.