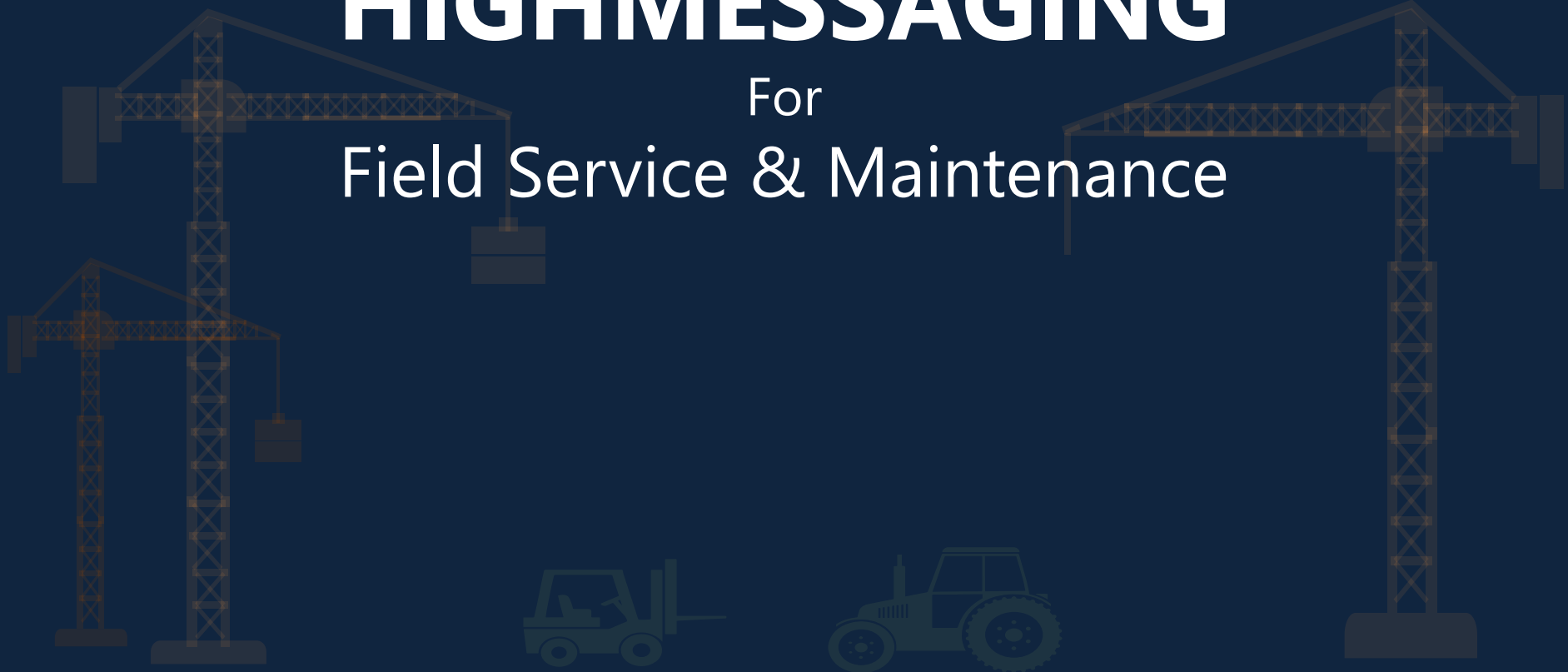


HIGHMESSAGING

For
Field Service & Maintenance



HIGHMESSAGING (HM) is a corporate/ Industry/ institutional messaging and communication platform integrated with workflow and management applications

01

Field Service and HM

Why and How HM fits Field Service Processes

02

Preventive Maintenance

Performing Preventive/Scheduled Maintenance using HIGHMESSAGING

03

Visual Inspection Reports

Performing Visual Inspection using HM

04

Component Inspection Reports

Component Inspection using HM

05

Web Thin Client for Customer Connect-Know Your Machine

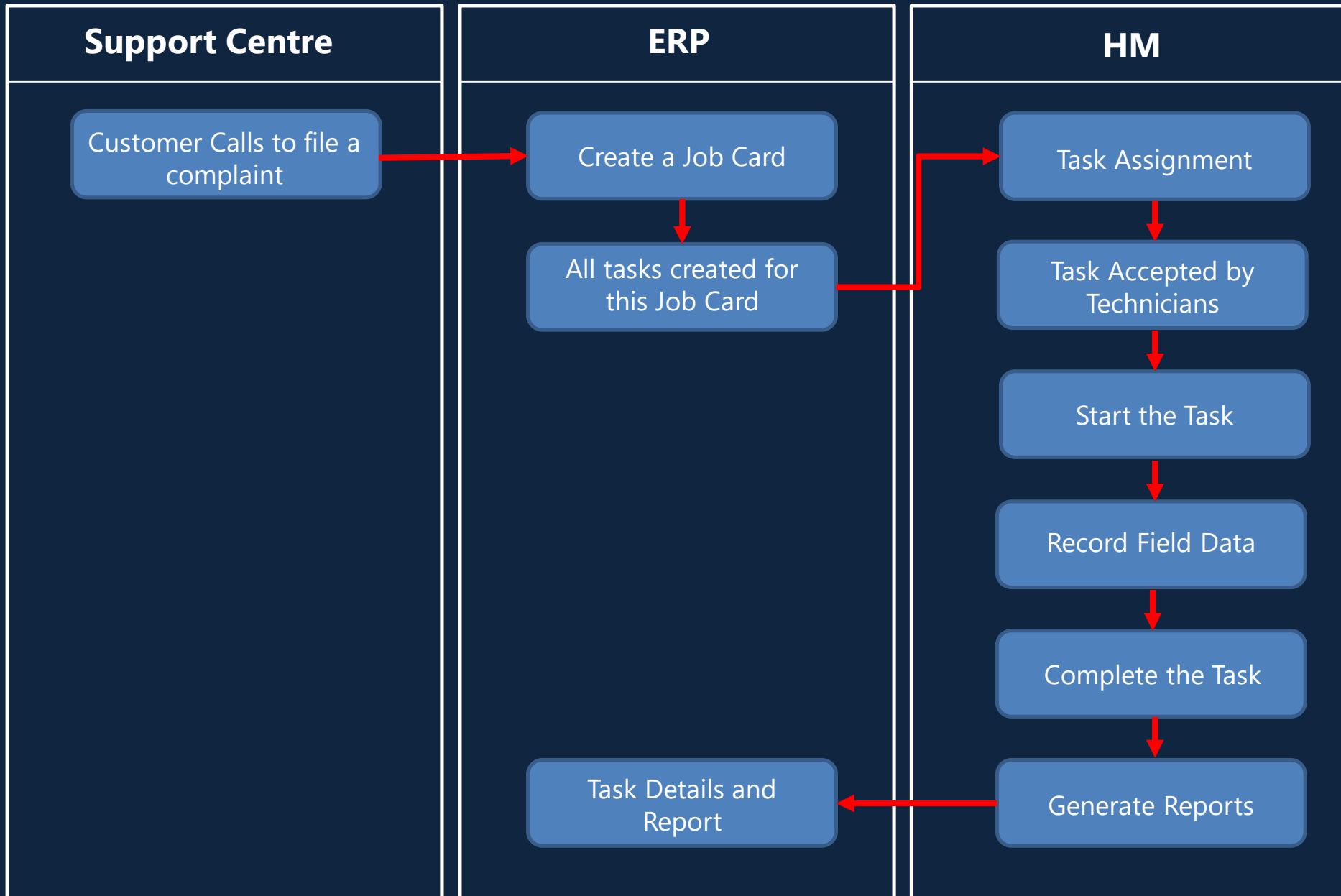
KYM – Customers can know about their machine service details

WHY REQUIRE HM TOOL



Customer Expectation	Availability @ HM
Opening a Job Card.	Yes
Task Assignment	Yes
Monitoring Unassigned Job or Task.	Yes
Cycle time capturing (Travel time & Activity time)	Yes
Live Communication (Text, Video and Audio hat) within individual job card	Yes
Record Field data(Video, audio, photo with sketch, location)	Yes
Electronic Field service report	Yes
Live Time capturing in Job card	Yes
To track the current location of the Technician.	Yes
Delivery performance	
Technician KPI	Yes
Department KPI	
Unsold hours information	
Electronic communication to customer with reports and media files	Yes
Information Retrieval	Yes

Field Service Process Overview



HM – TRACK / PERFORMANCE

https://highmessaging.<org_name>.com...

- **Live GPS location**
- **Employee Job status Dash board**
- **Employee Technical KPI**
- **Electronic Field Service report**
- **Electronic Service checklist report**
- **Media Files (Image, Video, Audio files)**



Key Modules

HM



Task Scheduler

Allocate tasks to users and **automatically follow's-up** on a task until it reaches completion



Real Time Communication Engine

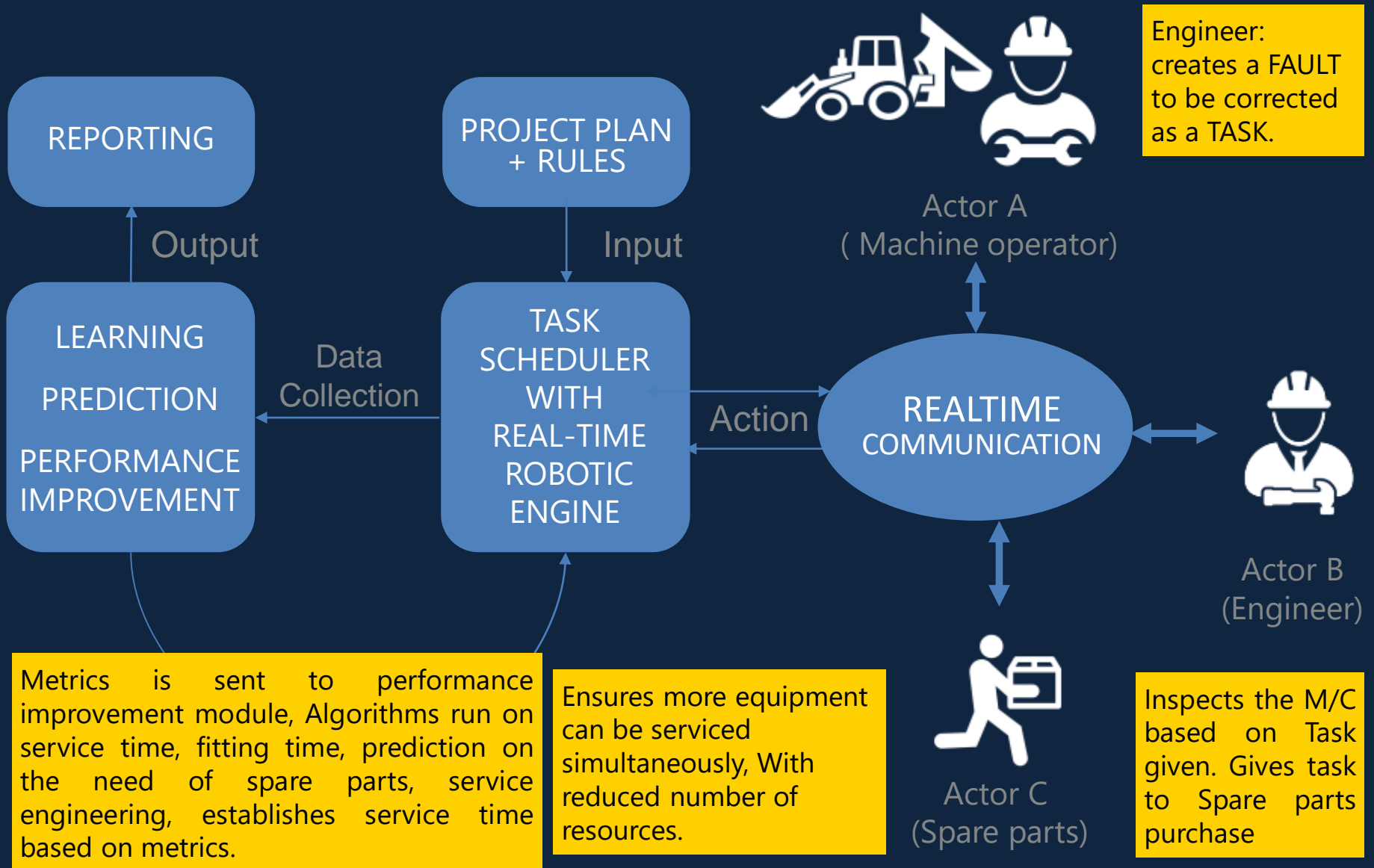
Users can communicate through **more than just audio and text messages** like images and videos captured via camera, digital sketches, and modified images.



Robotic Engine

HM functions as an **Intelligent Project Manager** by working along with the task scheduler using AI Algorithms, prediction models and knowledge base to **Continuously Improve Performance.**

Use of HM in Field Service



HM BENEFITS

Real-time capture of Data and Location.

Precise Delivery Status



Live communications and Updates

Multimedia (Photo, Video, Audio, Picture annotation) Data Capture from field



Complete Information of Job/Task

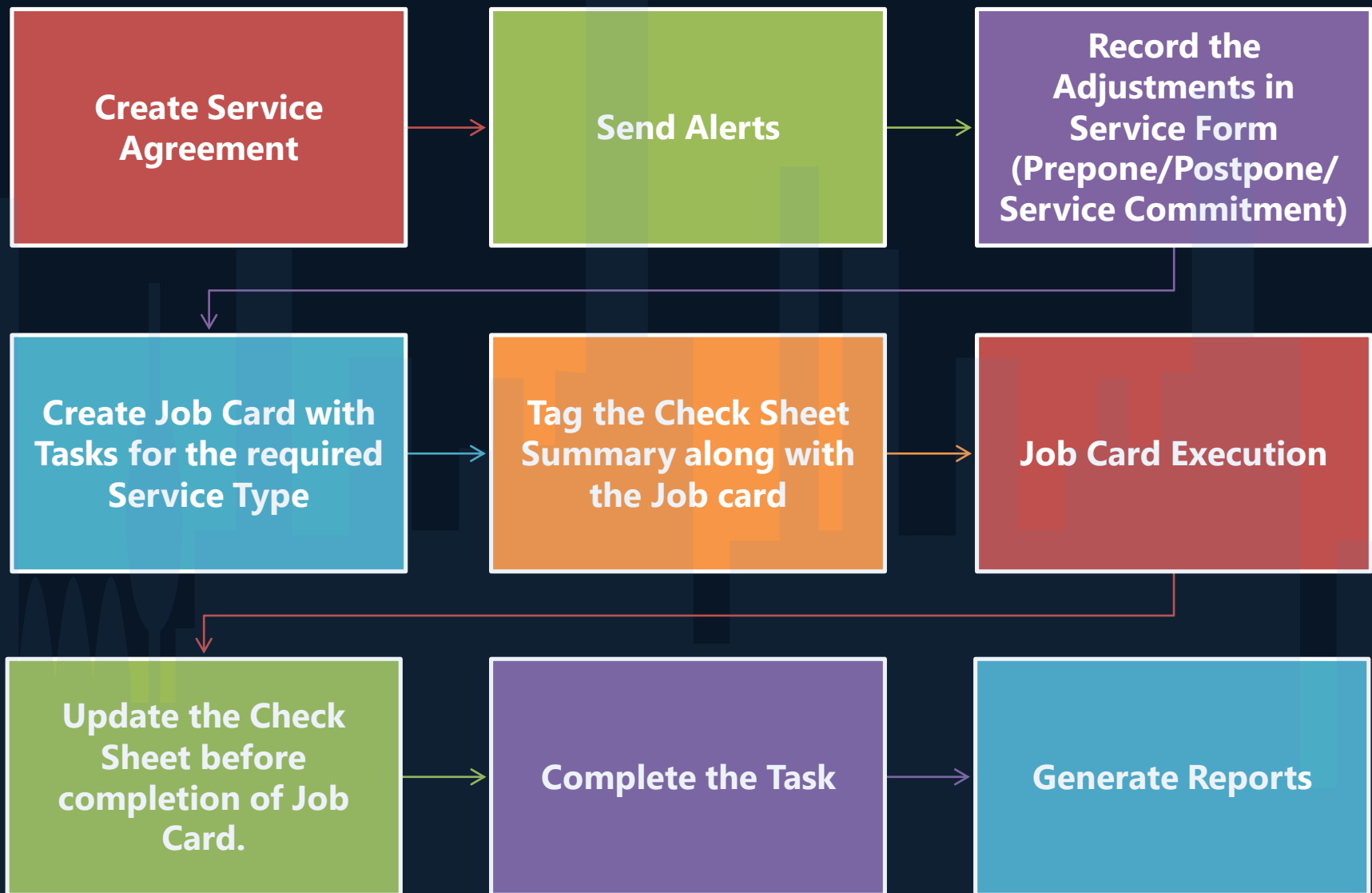
Enhance Customer's Profitability



Enhance Customer's Profitability



Preventive Maintenance Solution



HM's Preventive Maintenance - Features

AUTOMATED ALERTS



Receive Alerts and reminders instantly

INTEGRATED INSTANT MESSAGING



Send Text, Picture, voice, video and sketch in the context of the service job

DASHBOARD AND REPORTS



Dashboard and Reports showing the exact status of machines under contract, revenues and other important parameters for measuring the performance.

CALENDAR BASED SCHEDULER



Calendar based info using which the machines due for service on any date can be viewed.

HM's PM - Capabilities



Visual Inspection Reports



Visual Inspection Reports are essential for Technical /Maintenance team to understand underlying the problem if any on the machine which needs attention.



VRs provide multimedia reports which are much more informative in the understanding issues.



VRs give the customer clear understanding of machine status before and after the service



VRs helps the insurance team to get clarity on the issue



Parts identification made easy and precise.



Problems can be categorized

Visual Inspection Reports

VIRs enable the capture of the machine through multimedia data for comprehensive understanding of machine status



Create

Create a Job Card



Open

Open VIR form



Capture

Capture Photo/video and annotated pictures



Generate

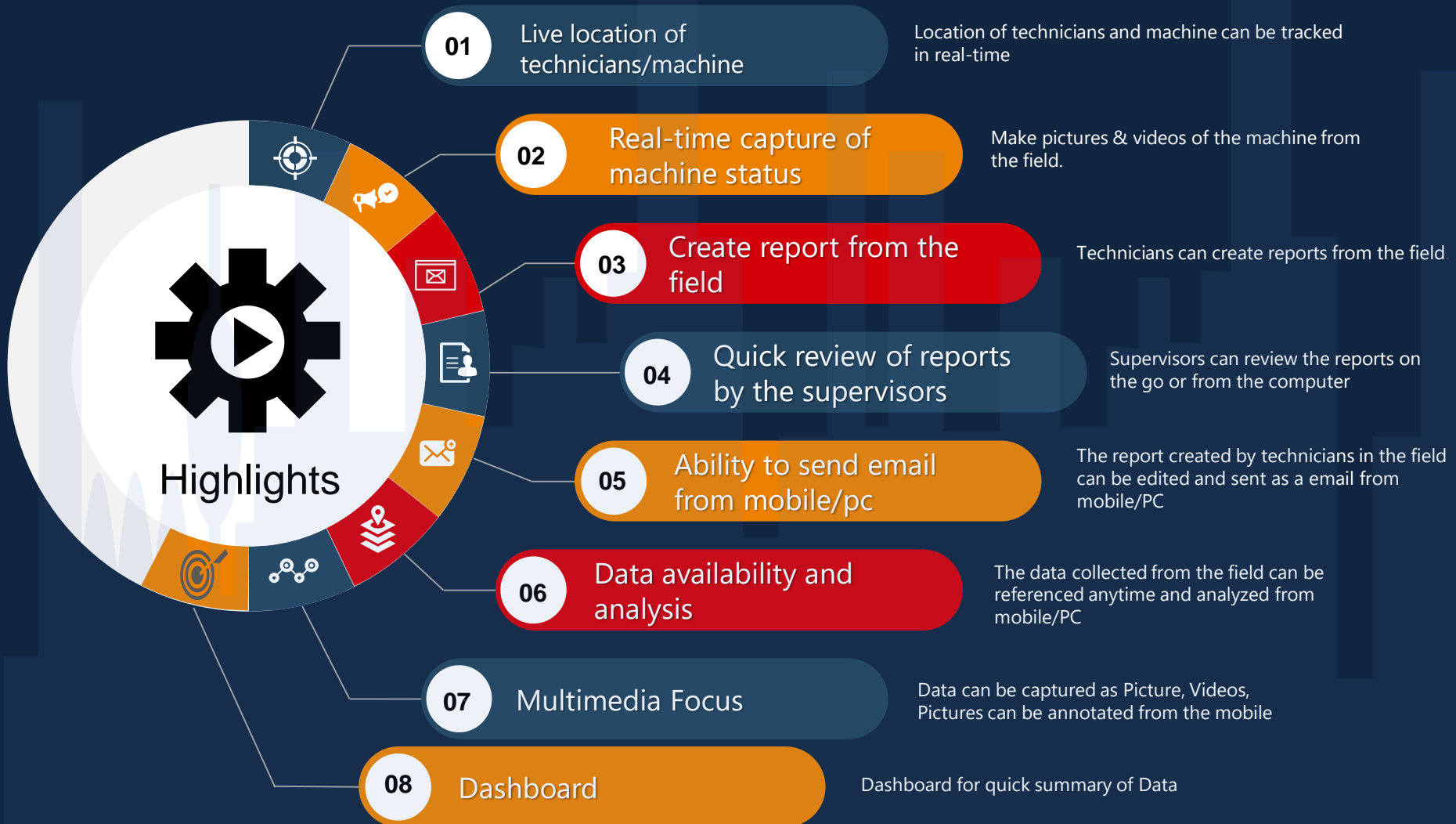
Generate a Visual Inspection Report



Send

Send it to supervisor/Email it to the customer

Key Features of VIR application



Component Inspection Reports



Component Inspection Reports



Component Pictures

Component Inspection Reports enables the component suppliers to get a precise view of the components to be repaired/replaced.



Component ID

Component ID's and serial numbers captured without ambiguity for matching the replacement



Realtime Data Transfer

Real-time transfer of data from the field.



Inputs for Quotation

Inputs for quotation preparation from the field



Searchable Reports from Mobile and Web

Every report stored and available for easy search at any time



Quotation DO JC CIR in one go

Quotation mapped with Delivery Order (DO) and Job Card numbers and Inspection Reports for easy search at any time.

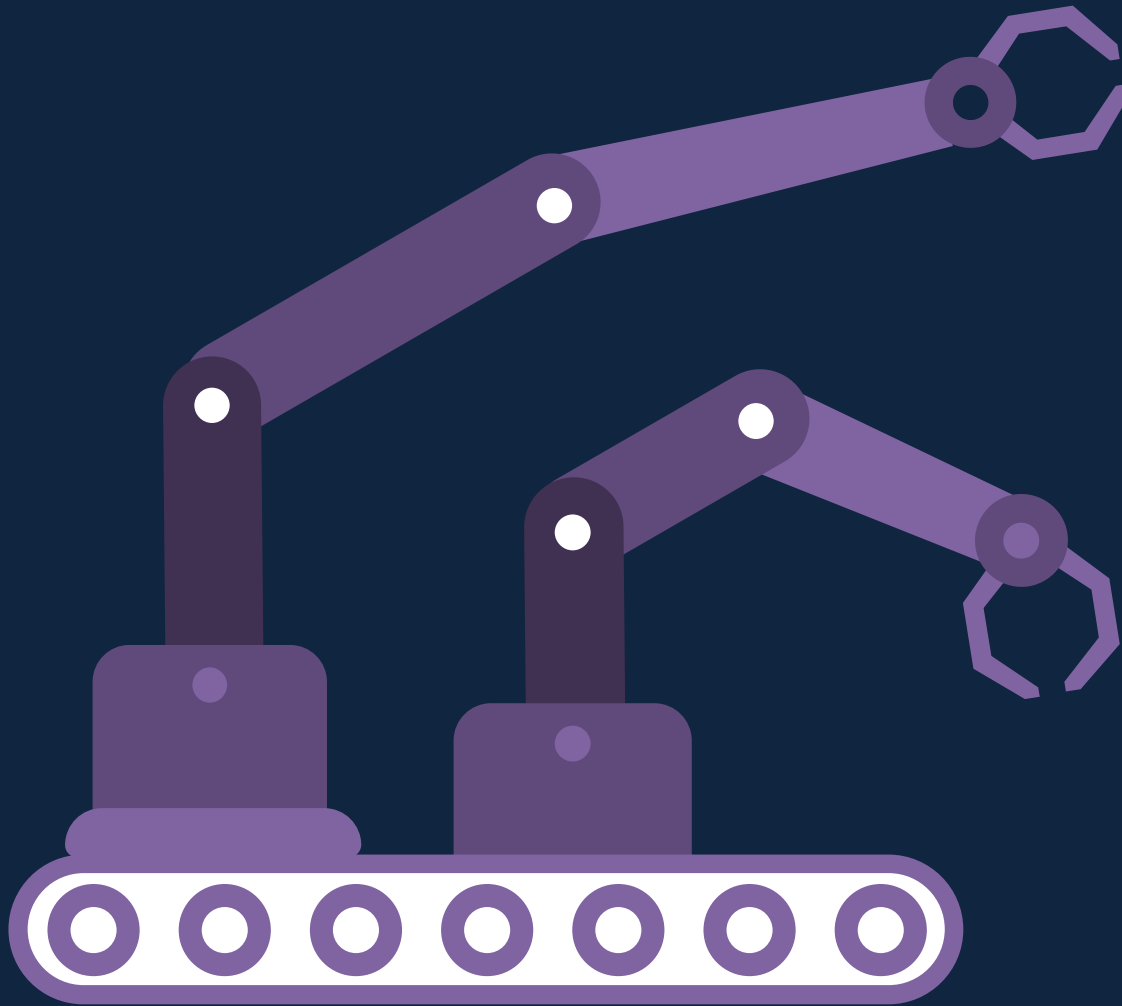
CIR Highlights



Customer Connect Process



Customer Connect - KYM



Details of machine in Contract

Live Service delivery update

Analyzing the past services

knowing about the future services

Dashboard and Reports



THANK YOU

