

# Salesforce Field Service Lightning

## COMPANY OVERVIEW: *Large Tile Manufacturing Company*

**LOCATION**  
LaGrange, Georgia

**EMPLOYEES**  
3700

**INDUSTRY**  
Manufacturing

**SOLUTION(S)**  
Field Service Lightning

salesforce

01

02

03

### CHALLENGE

- ✚ Work Orders were managed in JD Edwards and dispatch was handled on disparate systems and manual processes
- ✚ Work Order assignment to partners and technicians was coordinated by email
- ✚ Field Service process and data was decentralized without unified visibility into performance and capacity
- ✚ No ability to see pending Work Orders and forecasted Work Orders in any system

### SOLUTION

- ✔ Implemented end-to-end Field Service Lightning in Salesforce
- ✔ Built multiple Integrations between JDE and Salesforce for Work Order creation, others with Lightning Web Components (LWC)
- ✔ Configured Salesforce Maps to digitize territories and assign Work Orders from maps
- ✔ Configured Field Service Lightning mobile app for mobile management of job data and Field Service reports
- ✔ Digitized Locations, Associated Locations, Work Orders, Service Appointments, Work Types and Service Territories to support business operations
- ✔ Configured a user interface for Work Order creation and dispatch with assign and award capability to internal and external technicians
- ✔ Built solution to split a single Work Order to multiple Work Orders so that each work order can be dispatched to different O&M partners
- ✔ Configured hierarchy view with colors to quickly track parent and child Work Order status
- ✔ Built a custom calendar and portal for O&M Partners to see a 12 month schedule

### BENEFITS

- ✔ Unified visibility of Field Service Operations and performance in the cloud
- ✔ Unified management of Work Orders and Service Appointments
- ✔ Greater than 50% Time Savings of all Work Order Dispatch processes & productivity improvements
- ✔ Improved process to onboard external technicians and saved more than 30% execution time with accelerated processing
- ✔ Successful deployment with positive customer feedback
- ✔ Improved service technician experience & operation efficiency

Why  
dotSolved



POD Model of  
Engagement



Agile Implementation  
Methodology



Consulting, Implementation &  
Managed Services



Catalog of  
Accelerators

Contact Us

**dotSolved Systems Inc**  
www.dotsolved.com

Phone: +1 408-219-4292  
Email: info@dotsolved.com

4900 Hopyard Road, Suite 285  
Pleasanton, CA 94588