

Service Cloud – XPAND

Tech Mahindra's End-to-end Solution
for Service Lifecycle Management

BROCHURE

Connected World
Connected Experiences

Abstract

Today's service technicians and service center owners, such as Dealerships , MROs , and asset operators face difficulties in dealing with complex repairs and maintenance procedures. This is due to the changing product architecture, gap in technician skills, and attrition in the technician world. This has an impact on vehicles and equipment to fully recover from a failure, as these repairs are complex and require technicians to upgrade their skills and access to related tech manuals. Service technicians need to have access to all important technical documentation and resources to complete their tasks within the agreed timeline (i.e., SLA) and uncompromised quality. Introducing Service Cloud – XPAND, a unified solution by Tech Mahindra, that provides end-to-end service lifecycle management.

Introduction

The collective needs of a technician, service center owner, asset operator and design engineer boils down to a "connected," "integrated," "accessible," "collaborative," and "intuitive" solution, which can enable them to perform their tasks efficiently. It should also let them to perform associated tasks like placing order for service parts, service tickets etc. This solution will also enable service center owners to arrange trainings for their work force and let design engineers on the OEM side to publish the latest technical manuals seamlessly. Overall, the pivot which drives this solution is customer satisfaction in the service lifecycle and developing a knowledge base of technical assets, common fault codes, diagnostic data, and so on.

Our Solution

Our Service Cloud – XPAND is a unified platform on the cloud, which offer the following solutions:

- The OEM's design engineer can share service BoM documents, wiring diagrams and design documents with service technicians in different formats like PDF, audio, and video files
- The service technician can share feedback or corrections on the documents to the design engineer
- The solution allows service technician to connect with the technical support team of OEM using augmented reality and virtual reality (AR/VR) enabled devices

With this platform, all stakeholder needs in the service value chain are fulfilled through XPAND Solution. Needs include

- Connected (through IoT integration and speech-to-text)
- Integrated (with technical publications – ECAD, MCAD, PLM, and so on)
- Accessible (through web, mobile, AR-enabled head-mounted devices)
- Collaborative (closed-loop product and maintenance feedback between service center and OEM)
- Intuitive (Error and diagnostic knowledge base)

Our solution is also integrated with the e-Commerce portal, which will allow service technicians to look up parts and accessories catalogs, and place orders.



Benefits

Service Cloud – XPAND can be offered to automotive, aerospace, discrete manufacturing, and process industries to provide a holistic service lifecycle management experience.

Its advantages include,

For Service Technicians

- Improve Efficiency (MTTR - Mean Time to Restore) by 2x
- Improve Quality (FTTR - First Time Fix Rate) by 2x

For Service Center Owners

- Improve SLA and customer satisfaction
- Improve parts availability and reduce inventory
- Retain knowledge base to quickly upskill new technicians

For OEM Design Engineers

- Improve quality of technical documentations with real-time feedback from service technician
- Improve issue traceability to production

Service Cloud – XPAND is a subscription-based offering that can integrate with any existing systems and allow interoperability. To navigate and access different portions of the solution, it also comes with an intelligent BOT and powerful voice-enabled search.

NXT.NOW™ Advantage

Service Cloud – XPAND is created with a strong foundation of Tech Mahindra's expertise in manufacturing, especially in engineering, aftermarket, and customer experiences combined with an innovation mindset and driven by user-centric design thinking principles.

It also involves multi-disciplinary capabilities from:

- PLM, CAD, Tech Pub integration
- AR/VR based visualization platform setting
- Web and mobile app development
- Cloud-first strategy and approach with different hyper scalars
- Data and analytics competence
- Recent deployment trends like DevOps, CI/CD for quick implementation and value realization
- Business process services, redefining the service lifecycle processes and process reengineering

With a unique blend of domain, technology, and industry best practices, Tech Mahindra's Service Cloud – XPAND will transform the service lifecycle management and create a knowledge-driven ecosystem across OEMs and service partners.



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