



Enabling a unified Field Service for Fujifilm

The challenge

FUJIFILM Europe GmbH Medical Systems Business Division, a pioneer in diagnostic imaging and information systems for healthcare organizations (clinics and hospitals), was looking to improve its field service operation across Europe. The company services many medical systems with multiple field service teams across different countries. This complex situation brings challenges for planning, service logging, and knowledge sharing between field service engineers and teams.

The solution

FUJIFILM Europe GmbH Medical Systems Business Division was looking for a European service business process standardization & harmonization, supported by a solution to improve field engineer scheduling and enable first-time-fix via shared knowledge across employees.

FUJIFILM Europe GmbH Medical Systems Business Division took the lead in increasing the quality of their service management and requested Capgemini's support on that. With a phased approach, we took the lead on the process design part of the project. In the first phase, after an initial country-director mobilization workshop, the aim was to get consensus on the need for the harmonization of the business operation and align the businesses with European harmonized service management processes. After a successful mobilization on the management level, the harmonization of the processes started, and Capgemini successfully deployed a Salesforce Service Cloud solution and ensured that it integrated to the SAP back end.

OVERVIEW

FUJIFILM

Client: FUJIFILM Europe GmbH Medical Systems Business Division

Region: Europe

Sector: Healthcare

Client Challenge:

FUJIFILM Europe GmbH Medical Systems Business Division was looking to improve its field service operation across Europe and overcome challenges related to planning, service logging, and knowledge sharing. The company was facing many disconnected applications with negative impact on data quality and service levels.

Solution:

Capgemini took the lead on the process design part of the project. We successfully standardized the pan-European service management process and deployed a Salesforce Service Cloud solution that included Mobile app for field engineers integrated with the SAP backend application.

Benefits:

- Efficiency improvement
- Increased health & safety
- Performance measurement
- Increased service quality



The solution included the following functionality:

- **Mobile app for field engineers**
 - 360 view
 - Offline support
 - End-to-end process support
- **Fully digital service process**
 - Harmonized business process
 - Case & SLA Management
 - Guided Work Order creation
 - Advanced planning
- **Advanced SAP integration**
 - Master data
 - Stock Levels & Pricing Information

The outcome

This new field service solution brings the following business benefits for Fujifilm:

1. Efficiency improvement

Self-assignment: Engineers at a customer facility can stay on the work floor and directly chat with the service coordinator to claim their next service job.

Contractors: Not having to email assigned work orders and getting results back per email.

Automatic Time Writing: Starting and stopping the job automatically creates timesheet entries, no need to maintain a manual spreadsheet anymore.

2. Increased health & safety

Enforced Safety Checks: In the field and at customer facilities via mobile.

3. Performance measurement

Report on Safety Issues: Safety checks enforced, direct insights for management.

Realtime view on Jobs: As soon as jobs are (self) assigned, this is visible in the dispatch console -> Color changes.

4. Increased service quality

Better Planning: Directly notify customer when jobs are taking longer than planned.

Asset History Insight: Previous work orders are directly visible on mobile.

Instant Service Report: As soon as the engineers

finishes the job, the service report is sent to the customer.

Cappgemini's collaborative approach was one of the important factors contributing to the success of the project. It enabled a cultural fit with the client to understand and analyze their business, industry, and key pain points. The new harmonized European business process model resulted in a unified way of working to ensure that the different country operations are aligned as "one" Fujifilm Medical Service operation.

Technology used:

- Salesforce Service Cloud
- Salesforce Field Service Lighting
- Salesforce SAP back end integration



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www.cappgemini.nl

For more information, please contact:

Erik Suurd - Senior BA / Enterprise Architect
erik.suurd@cappgemini.com

Milangelo Maduro - CX Service offer lead
milangelo.maduro@cappgemini.com

Edwin Hendrick - Head of Salesforce CoE
edwin.hendrick@cappgemini.com

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