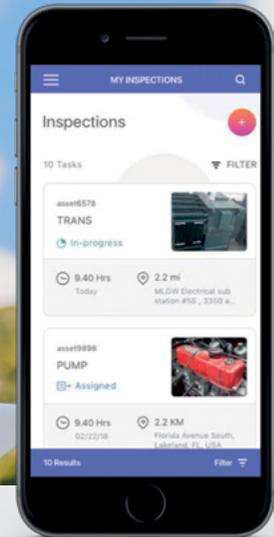# Kony Field Service Solution

kony
Stay Ahead

Accelerate Digital Success
Enable field service technicians to respond more quickly, accurately, and easily

Transform Your Field Service Experience

Digital technologies are quickly becoming a catalyst for change across the many industries. Mobile, in particular, represents an opportunity to streamline operations, increase productivity, and improve service delivery. In order to realize these benefits, companies must fully embrace mobile and design their processes around a "mobile first" experience to deliver the best field experience and remain innovative within the rapidly changing pace of energy, manufacturing, service and other related industries.

Target Use Cases

With Kony you can improve your first-time fix rates, meet your SLA's, and increase profitability without compromising quality and customer satisfaction. Incorporate mobile apps, wearable and IoT options with multiple business scenario models such as scheduled, break and fix, facility maintenance, and direct to consumer services.

Kony has assembled microapps prioritized around a set of use cases that form the foundation for many of the field service problems companies encounter. Unlike other available solutions, the flow, UX/UI, and feature set are completely extendable and customizable on your schedule. We view the components needed to execute these use cases as the starting point for your project—not a rigid solution that requires you to change your field processes from what your teams are used to. These also incorporate key subcomponents such as asset management and inspection that can adapt to a range of use cases. An overview of each is included below:

Field Inspection

Enable a field worker to conduct a set of assigned inspections. The microapp includes the ability to view an inspection, input data, view reference documents, see asset and inspection history, capture photos, and digitally sign documents.

Work Order & Maintenance

Create a mobile friendly version of work orders. Includes key functionality such as job assignments, parts and tool requirements, job procedures, navigation to job site, and the ability to record results or issues encountered.

Digital Lockout/Tagout

Meet safety compliance requirements to ensure equipment is de-energized and in a safe condition prior to maintenance or other work. Includes the ability to provide machine-specific shutdown and start-up procedures, safe condition verification, and lockout/tagout communication with digital recordkeeping, push notifications and even phone calls in the case of schedule changes or if someone forgets to remove a lock or tag after a job.

Other use cases ▶

Asset Tracking

Track mobile and project-based parts & assets in the field and on projects Maintain parts or equipment inventory including check out and check in with a user friendly mobile solution including barcode scanning, RFID tags, image recognition or other mechanism. Track the location of mobile assets that are used across field projects. Integrate to comprehensive asset management (e.g., Maximo, SAP, etc.) or existing inventory systems as systems of record.

Field Ticket Management

Manage the process around using third-party contractors to complete work. Verify work orders, approve job completions, streamline invoicing and contract coding, and accelerate payments.

Hazard & Incident Reporting

Improve safety and compliance by enabling reporting of both proactive and incident-based hazard or safety issues. Improve accuracy and effectiveness of information capture required for hazards and incident investigation with a readily available mobile reporting capability. Manage incident prioritization and notification across field team, management and compliance teams. Provide a digital data set and analytics for trend analysis.
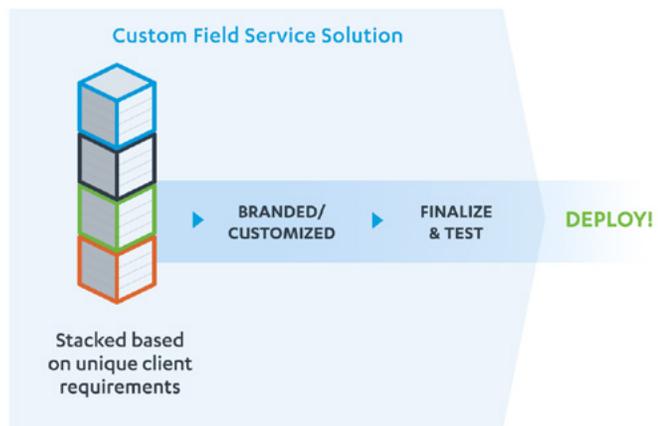
Journey Management

Monitor safe travel to and from a job site. Can include "man down" features that monitor motion and request confirmation of safe condition with a preset escalation approach.

Our Approach

Composable Microapps for Customized Field Service Solutions

Kony's approach to delivering digital field experiences is to leverage the power of our industry-leading platform combined with a set of utility-specific, composable microapps and components that enable a custom workflow combined with a rapid delivery and affordable price.

Flexibility with Reusable MicroApps

Composable Microapps
- User Interface
- Business Logic
- App Data Model
- Integration/Connectors

Custom Field Service Solution

BRANDED/CUSTOMIZED ▶ FINALIZE & TEST ▶ DEPLOY!

Stacked based on unique client requirements

Extending Legacy Systems

Legacy ERP, asset management, work order, and scheduling optimization systems are typically deeply engrained in the energy, manufacturing, service and related company processes and contain substantial customization and historical data. However, these systems typically provide a poor user experience when trying to create user-friendly mobile field experiences. Kony provides a industry-leading layer between your legacy systems and your users and includes:

- Single code base for delivering iOS, Android, Windows mobile, responsive web, PWA, or desktop web solutions

- Ability to deliver fully native apps that can utilize 100% of iOS and Android operating system features

- Full control of UI design, including rapid functional prototypes to test design options

- Pre-built integration with advanced technologies like Augmented Reality, Artificial Intelligence, Natural Language Processing/Chat Bots, etc.

Enterprise Grade Solution

Your company requires an enterprise-grade solution. Kony has the leading solution in the industry for robust back-end integrations, automated operating system upgrades, security and data management, and scalability and failover. Kony has a dedicated integration, services, and middleware layer that provides:
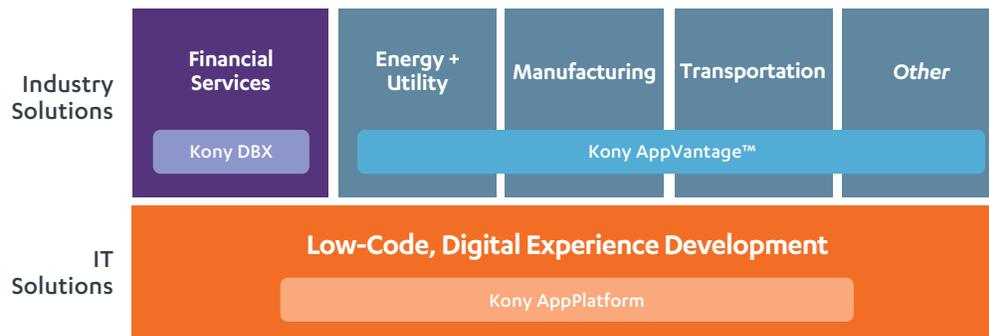
- Back-end data integration and transformation
- A data object layer with visual mapping to data sources
- API management

- Security and identity management
- Services including geolocation, offline sync, orchestration and engagement/messaging functions

The Kony AppPlatform is trusted globally and across industries by companies such as:

aetna   ENGIE   ESB NETWORKS   Henkel   KMC CONTROLS   PARTNERS! FEDERAL CREDIT UNION   ⊕ **hundreds more**

Powered by the industry-leading Kony AppPlatform®

The Kony AppPlatform is an open and standards-based, integrated platform that supports the entire application software development lifecycle (SDLC) and empowers enterprises to quickly define, design, build, integrate, deploy, and manage multi-edge app experiences.

Industry Solutions	**Financial Services**	**Energy + Utility**	**Manufacturing**	**Transportation**	*Other*
	Kony DBX	Kony AppVantage™			

IT Solutions	**Low-Code, Digital Experience Development**
	Kony AppPlatform

Learn more at: kony.com/fieldservice