

Kony Field Service Solution: What's In the Box (3.1)



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Introduction

The aim of this document is to describe the significant scope of the Kony Field Service packaged solution and how it can be applied to support both simple and complex scenarios across a range of industry verticals. The primary objective is to help companies to understand the “fit” of this solution to address their business processes and technical requirements. It is intended as a summary and includes an additional resources section where more detailed documentation can be found. This is a “best of breed” leading edge mobility solution, encompassing four mobile applications, over 150 screens, 400+ features and the ability to integrate to all major back-end systems through a flexible architecture and common data model; enabling customers to reuse their existing investments without having to “rip and replace” them.

The new world of Field Service

The primary goal of an effective field service solution is to increase customer satisfaction by reducing the down time of assets, equipment and services through the efficient implementation of solutions and timely resolution of problems. With an increasingly mobile and virtual workforce, the challenge becomes how to optimize the resource allocation and management of work while also taking customer relationships, occupational safety and training into account. No longer are technicians “just turning spanners/wrenches”, they are now doing a whole lot more and mobile field service systems must support this. In addition to standard preventative maintenance and sales service scenarios, Field Service solutions are now being increasingly used to support the allocation and tracking of work across remote teams of employees and external independent contractors. New device technology, digital transformation of business processes and high speed networking are now driving mobile Field Service solutions to do so much more than before. Field Service is a horizontal solution that may be applied in different ways depending on the industry vertical, the business process and personas involved. For example:

- Preventative maintenance of existing infrastructure is a high priority in Utilities, Oil and Gas, and Manufacturing so more emphasis is placed on routine maintenance, inspections and measurements to prevent any downtime of service.
- In Retail Sales, which operates in an increasingly cut throat competitive world with shrinking margins, efficient Sales Service implementation and fixing consumer products is the highest priority. Here, customer driven self-service directly connected to roaming technicians is the prime focus.
- For general work allocation within an organization and externally to sub-contractors, it’s not the maintenance of assets, equipment or infrastructure that is the focus, but rather the effective organization and coordination of work across remote teams with relation to customer’s expectations.

Industry Verticals and Business Processes

Don't think of field service as just "technicians fixing things", it can be applied to so much more. The following is a matrix of typical industry service and work management scenarios that the Kony Field Service solution can support:

Vertical Industry	Business Process
Energy and Utilities	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix • Installation • Customer driven self-service
Telecom	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix • Installation • Customer driven self-service
Oil and Gas	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix
Manufacturing	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix
Retail Sales Service	<ul style="list-style-type: none"> • Planned preventative maintenance • Installations • Unplanned break and fix (warranty)
Transport and logistics	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix
Government	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix • Customer driven self-service • Crisis management
Aerospace and Defense	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix
Healthcare	<ul style="list-style-type: none"> • Planned preventative maintenance • Inspections • Unplanned break and fix
Service Industry	<ul style="list-style-type: none"> • Customer driven self-service • Work allocation and management
Enterprise	<ul style="list-style-type: none"> • Work allocation and management

Solution Overview

The Kony Field Service packaged solution is a leading edge mobile solution that revolutionizes work allocation and maintenance tasks in the field. It is a comprehensive omni-channel mobile-first solution that covers the four main functional areas across the mobile field service lifecycle:

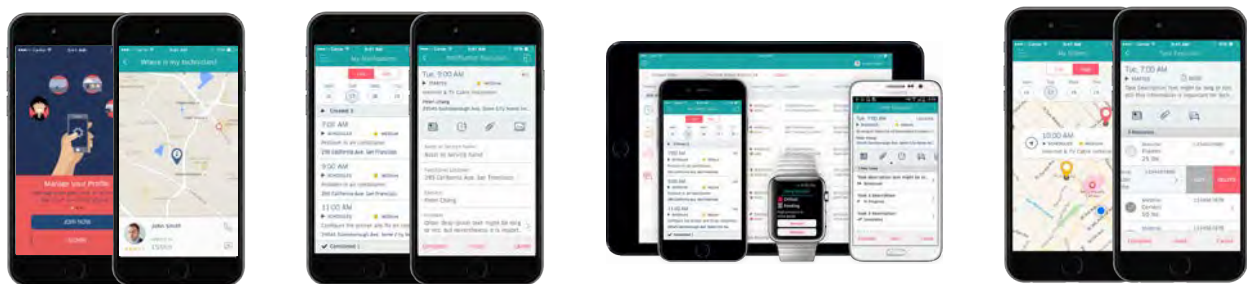


Industry Verticals:

- Energy and Utilities
- Telecom
- Oil and Gas
- Retail Sales Service
- Transport and Logistics
- Government
- Aerospace and Defense
- Healthcare
- Service Industry
- Generic Enterprise Work Allocation

- The raising of service requests, alerts, notifications through technicians, customer self-service applications and automated IoT interfaces
- The planning, scheduling and tracking of work in the field
- The execution of work orders and tasks in the field - including consumption of resources, check lists/ surveys, time and expenses, inventory management and payment
- Inspections/measurements and preventative maintenance

The four mobile applications and high level functions



- Customer Self-service:
 - Register account, products and equipment
 - Access to user manuals and FAQ
 - Raise and schedule service requests
 - Monitor status and interact directly with technicians
 - Advertisements, news and upcoming events

- Notification Manager:
 - Proactively raise notifications (alerts) of problems, issues and work
 - List notifications
 - Convert notifications to work orders
 - Automatic IoT interface
- Plan & Track:
 - Creation of work orders, tasks and inspection requests
 - Allocation of resources to work orders such as personnel, materials required and equipment to do the job
 - Prioritization and scheduling of work to individuals or teams
 - Real-time status and tracking of all work and personnel
 - Work approval
- Order execution:
 - Listing of work to be done, where it is and how to get there
 - Search, select and assign un-allocated work (self-assignment)
 - Real-time status update and work progress report
 - Van inventory and material (parts) sourcing
 - Online stocks look-up
 - Time and expense capture (claims)
 - Remote payments

Key Benefits

Business:

- Proactively reduce the downtime of assets, equipment and processes promoting a higher level of infrastructure service to Customers
- Eliminate manual and paper driven processes, increasing the accuracy and timeliness of information from work execution to invoicing and collection
- Optimize the allocation of work, inventory utilization and financial transactions both increasing the productivity of field works and reducing administrative costs
- Increase Customer satisfaction by empowering them to be an integral part of the service process through real time access to key product, technician, service and status information
- Re-use your existing software assets - no need to rip and replace legacy back-end service systems, use mobility to front-end them

Technical:

- State of the art Omni-Channel mobile user experience making the most of leading edge mobile device UX/UI, capabilities and features
- Future proof OS upgrades. Kony will guarantee upgrades for supported device OS
- Work offline. Ability to automatically work securely in both a directly connected (online) and disconnected (offline) mode

- Back-end agnostic solution, enabling integration to multiple legacy back-end systems such as SAP, Maximo, Oracle, Microsoft Dynamics, Sales Force, Custom database etc. through a common data model and object services
- Robust, scalable, high availability architecture supported by the industry leading Kony Mobility Platform
- Deploy leading edge technical innovations supported by the Kony Mobility Platform such as Bot voice/text integration, Wearables, IoT, peer-to-peer video streaming

Key Differentiators

- One integrated solution covering the complete mobile Field Service life cycle:
 - Preventative asset and infrastructure maintenance
 - Sales service implementations, fix or replace
 - Inspections and measurements
 - Customer driven self-service
 - Alert, notification and request management
 - General work planning, allocation and scheduling
- Extendable to include Custom requirements, without sacrificing upgradability:
 - Corporate branding
 - Additional attributes of orders, asset and equipment
 - Custom screens and back-end integrations
 - Upgrade protection of the Core release functionality (backward compatibility)
- Fast ROI - quick implementation, low cost, comprehensive features
- Built on the world leading Kony Mobility platform:
 - Scalable, future proof and innovative
 - Kony is the Gartner mobile visionary and leader for 4 years' straight
 - Omni-channel solution supporting multiple device types and operating systems
 - Guaranteed future OS compatibility – you will not be impacted by device upgrades
 - Robust, scalable, high availability architecture
 - Supports both connected (online) and disconnected (offline) modes of operation
 - Leading edge technical innovation – Wearables, Bots, IoT
- Back-end agnostic:
 - Not tied to any specific vendor or data source
 - Reuse existing legacy back-end's, support segregated systems e.g. SAP/SFDC/Oracle
- True plug and play certified integration with SAP Business Suite 6.x 7.x:
 - Mobilize SAP in days
 - Pre-packaged comprehensive interfaces covering deep EAM and CRM functionality
 - Scalable and high availability. Advanced queuing and event driven push architecture
 - End-to-end transaction management
 - Extensible and flexible. Supports custom SAP enhancements

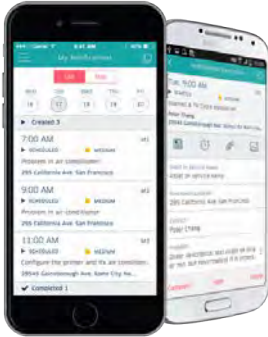
Feature Summary



Note that while the Kony Field Service solution is a packaged suite of applications, it is highly extendable and flexible to include additional customer requirements and branding, without affecting the core upgrade path of the product. The following lists the standard high level features of the solution.

Cross Application

Area	Feature
Security and Authentication	<ul style="list-style-type: none"> • Industry rated security • User-id, password secure entry • Identity management with oAuth, SSO, SAML, AD etc. capabilities • Touch ID integration • Offline encrypted password
Offline data synchronization	<ul style="list-style-type: none"> • Data profiling by user – they only get the data they are authorized to • Scheduled, event driven push and manual sync events • Handles high volume and complex data objects, including binaries (documents, pictures, schematics etc.) • Encrypted secure data • Automated device data housekeeping (retention)
Push notifications	<ul style="list-style-type: none"> • Remote users notified of key processing and “back-end” events • Silent push for event-driven processing, with auto-synchronizations
Globalization	<ul style="list-style-type: none"> • Languages: <ul style="list-style-type: none"> - English (standard) - Spanish - Brazilian Portuguese - French - German - Dutch • Date, time currency localization • Unit of Measurement localization
Common data model and object services	<ul style="list-style-type: none"> • Notifications • Work Orders • Assets/Equipment/Warranties • Payments • Time and expenses • Master data: materials, locations, codes
Plug and play integration	<ul style="list-style-type: none"> • SAP Business Suite® ECC & CRM (out of the box integration) • Documents and media • GPS tracking, routes and directions • Phone, text and email • Barcode scanning • Common data model promoting back-end agnostic integrations via mapping
Extendable and flexible	<ul style="list-style-type: none"> • Add customer specific requirements such as attributes, screens etc. • Maintain upgradability with core product • Branding: re-skinning, splash screen etc.

Alerts and Notifications







-  Manage and capture new alerts
-  Integrate IoT sensors to the process
-  Connected to MyService for seamless experience
-  Alerts shared directly with service desk

Area	Feature
List notifications	<ul style="list-style-type: none"> • List and map views with pin points and current location • Content filters, views and sorting: date, status, priority, near me • Search
Notification detail	<ul style="list-style-type: none"> • Attributes and status • Geo-location, trace route, turn-by-turn navigation, ETA/distance • Click to call/email/message • View attachments • Add photos and videos • Notes and comments
Convert to order	<ul style="list-style-type: none"> • Convert existing notification to a work order and assign (optional)
Maintain notifications	<ul style="list-style-type: none"> • Accept • Create • Change dates, times and prioritizations • Cancel (delete)
IoT interface	<ul style="list-style-type: none"> • Automatically create notifications based on IoT messages

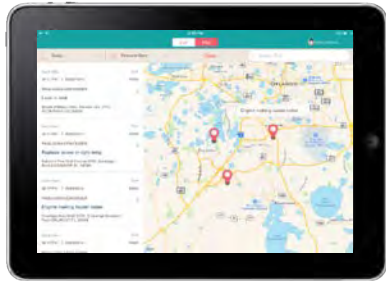
Work Processing and Inspections







-  List the work orders assigned to the field team
-  Locate customers and trace routes using maps
-  Gather information and photos in the field and automatically update to the back-end
-  Easy management of resources allocated to technicians and work orders

Area	Feature
Geo-tracking	<ul style="list-style-type: none"> • GPS location (time and event based)
List work orders	<ul style="list-style-type: none"> • List and map views with pin points and current location • Content filters, views and sorting: date, status, priority, route, near me • Search (attribute and bar code scan)
Work order detail	<ul style="list-style-type: none"> • Geo-location, trace route, turn-by-turn navigation, ETA/distance • Order and task level: <ul style="list-style-type: none"> - Click to call/email/message - Attachments - Photos and videos - Notes and comments - Warranties • Status change: on-route, started, paused, cancelled, completed • Digital signature on completion • History • Extended attributes (configurable extra technical information) • Time and expense capture • Task processing: <ul style="list-style-type: none"> - List - Task attributes, instructions - Create new task and remove existing tasks - Capture measurements (inspections)
Resources	<ul style="list-style-type: none"> • Resource allocation and consumption (materials, equipment etc.) • Material search – local van and global look up • Transfer and acquisition requests • Barcode scanning • Bill of Materials
Payments	<ul style="list-style-type: none"> • Invoice/Receipt • Credit/debit card (3rd party and gateway integration) • Check and Cash banking • Offline payment
Time & Expenses	<ul style="list-style-type: none"> • Automatic time capture and submission (labor) • Expense allocation
Checklists & Surveys	<ul style="list-style-type: none"> • Dynamic question/answer format • Configurable assignment to orders, status change etc. • Data synchronization for analysis • Automated Health & Safety mandatory procedures
Self-assignment	<ul style="list-style-type: none"> • List of un-allocated work • Online acceptance and allocation

Scheduling, Planning and Tracking



-  Assignment of orders to technicians
-  Real-time track of progress in field
-  Allocate tasks, parts, resources and others
-  Smart analysis based on business KPIs

Area	Feature
Work order list	<ul style="list-style-type: none"> • List and map real-time visibility of orders • Estimated, planned actual start/end dates • Geo-location tracking • Content filters, views and sorting: planned/actual, date, status, priority, resource, route • Create work order • Identify and optimize gaps of technicians' schedule
Work order management	<ul style="list-style-type: none"> • List and map views with pin points and current location • Content filters, views and sorting: date, status, priority, route, near me • Search (attribute and bar code scan)
Work order detail	<ul style="list-style-type: none"> • Resource assignment and details: <ul style="list-style-type: none"> - Work center - Employee, vendor - Materials, equipment, assets • Work order updates: <ul style="list-style-type: none"> - Planned Start time - Planned End - Description and Instructions - Notes and information • History
Geo-location	<ul style="list-style-type: none"> • GPS location and tracking of Technician and field crew • GPS based Technician easy assignment • Receive real-time work status updates

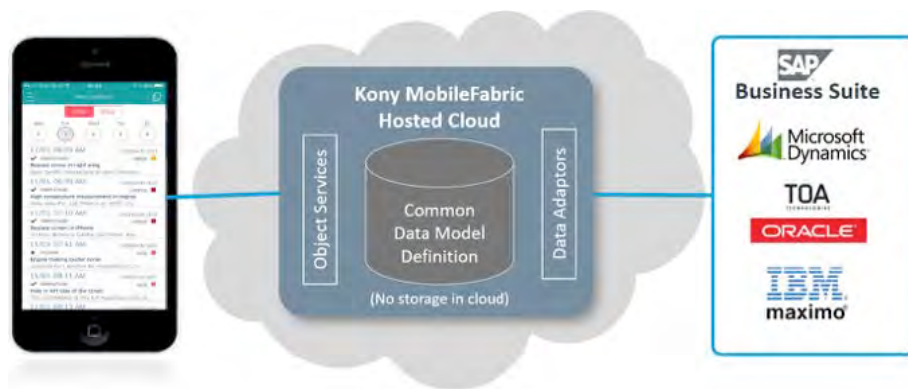
Customer Self-Service



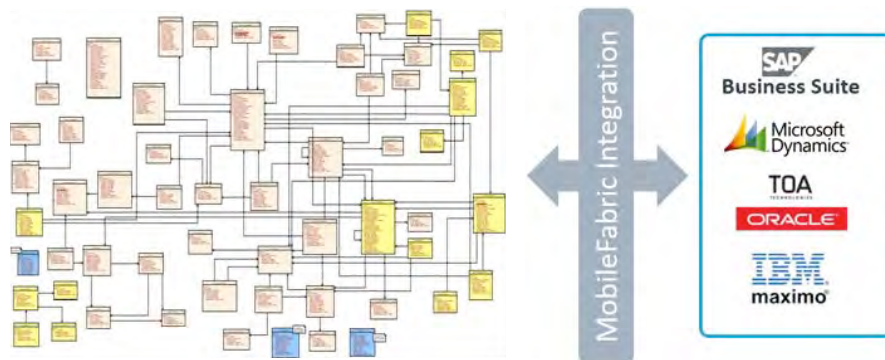
Area	Feature
Self-Registration	<ul style="list-style-type: none"> • User • Account • Products • SMS secure validation
Dashboard	<ul style="list-style-type: none"> • Advertisements • News and Events • Upcoming service requests
Request list	<ul style="list-style-type: none"> • List view • Status • Technician tracking • Service rating
Request management	<ul style="list-style-type: none"> • Create and change service requests • View attribute details • Notes and comments • Request schedule that better suits • Communicate directly with technician
Payments	<ul style="list-style-type: none"> • Invoice/Receipt • Credit/debit card (3rd party and gateway integration) • Check and Cash banking • Offline payment
Product management	<ul style="list-style-type: none"> • Register (create) • List (attributes and attachments)
Profile management	<ul style="list-style-type: none"> • Contact details • Address • Basic configuration
Innovation	<ul style="list-style-type: none"> • Chatbot based Service Request creation • Native micro app supporting disconnected (offline) mode and mobile first

Back-end Agnostic Integration

The Kony Field Service solution has an independent and open data model defined in Kony MobileFabric that can then be connected to a variety of back-end field service systems e.g. SAP Business Suite, Oracle TOA, IBM Maximo, Sales Force Service, Custom databases etc. It can also support a combination of these data sources. This capability abstracts away back-end dependencies enabling Customers to deploy a state of the art Field Service mobile solution to the field whilst effectively re-using back-end software and infrastructure. There is no need to “rip and replace” existing systems.



This “common data model” provides all the data tables definitions, relationships and object services required for the Kony Field Service mobile suite of applications. These definitions are then mapped in Kony MobileFabric to the back-end exposed service definitions. Note that there is no data stored in the MobileFabric environment, everything is “over the air” configured definitions. You may extend the Field Service data model to also include additional attributes and tables. Note that it is the responsibility of the Customer to provide the back-end service definitions to integrate with. In some cases, such as SAP, Kony provides pre-packaged plug-and-play integration services.



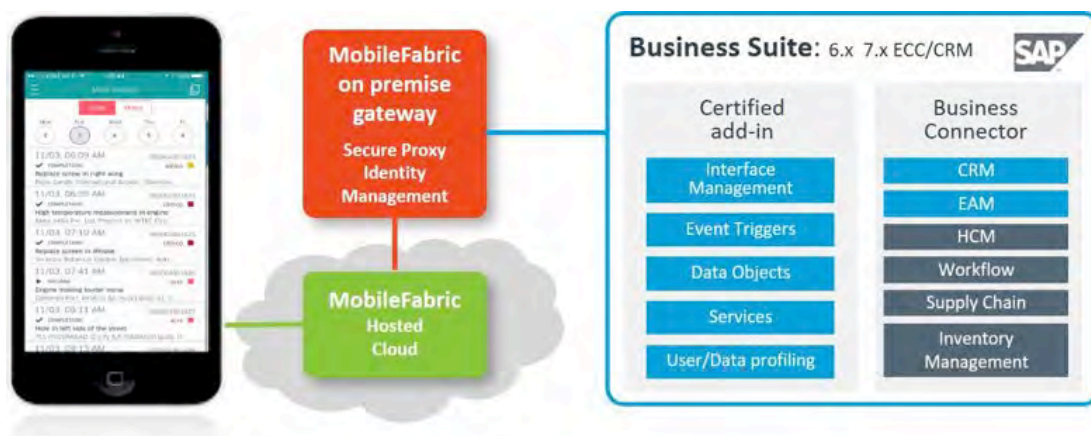
The Field Service “common” data model enables the mobile solution to be open and independent of any back end system.

SAP Business Suite® Plug and Play Integration

While many vendors claim that they can connect to SAP Business Suite, the Kony Field Service solution has true “plug and play” capability that is both scalable and extendable i.e. our certified add-ins are imported into the SAP Business Suite environment and are then easily configured to work with SAP ECC or CRM installations in a matter of days. Custom SAP extensions to service functionality such as additional attributes, ABAP functions and others can be easily incorporated into our standard data and integration objects using a powerful workbench provided “inside SAP”. All our integration is based on a modern RESTful service architecture utilizing a common Field Service data model and mappings all managed in Kony MobileFabric. There is no need for legacy, crude and cryptic BAPI and RFC interface calls.

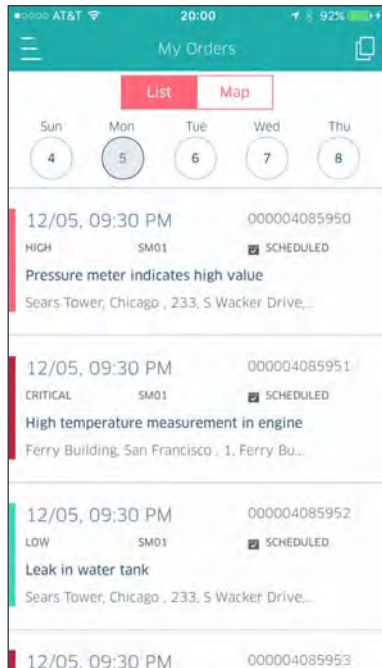
Our SAP Business Suite integration is the most comprehensive and powerful today, providing:

- Pre-packaged integrations comprehensively covering both SAP ECC EAM and CRM functionality. Standard SAP functionality is supported out of the box with no code required. You may also extend our data and integration objects to include any SAP extensions and customizations.
- Scalability and high availability. Where many vendors (including SAP) fail to perform, we provide a comprehensive NetWeaver compliant architecture supporting advanced queuing, dependency management and event driven push capabilities to effectively manage transaction storms and balance high load scenarios without impacting the SAP system.
- End-to-end transaction management. Instead of just blindly throwing transactions over the fence into SAP, we provide a complete interface management system “inside SAP” that enables the proper load balancing, monitoring and error recovery for all mobile Field Service transactions. In this way interfaces are highly visible to the business and support.
- Extensibility and flexibility. In many cases, customers have extended SAP ECC and CRM Field Service functionality by adding extra attributes, tables, ABAP logic etc. In these cases, these customizations can be included into the Kony Field Service data and integration objects (REST service interface. Often this can be done with no code i.e. just through configuration.



Screen Shot Collage

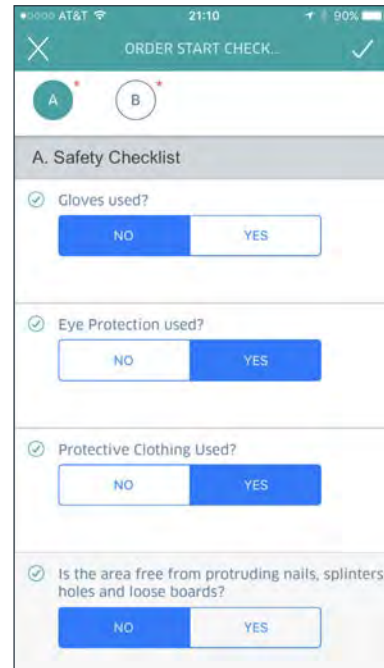
The Kony Field Service solution delivers a leading edge “mobile first” user experience. It is implemented as a native device application optimizing response times and taking full advantage of the device features and capabilities.



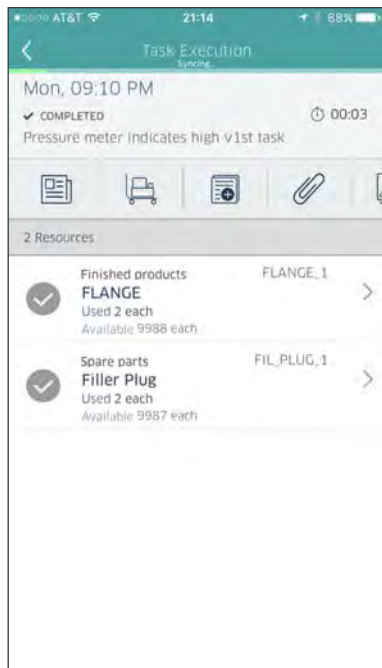
Work Order List



Attachments & Photos



Health & Safety



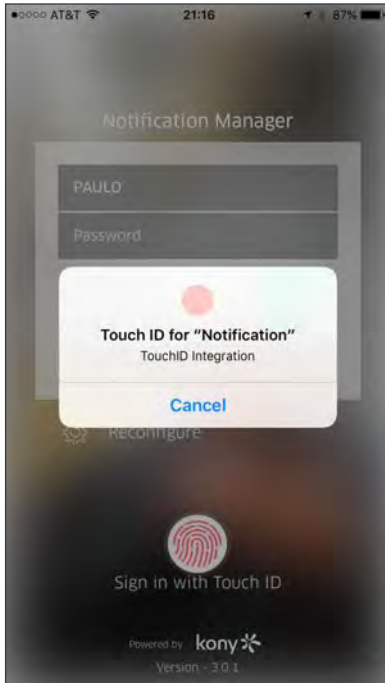
Resource Management



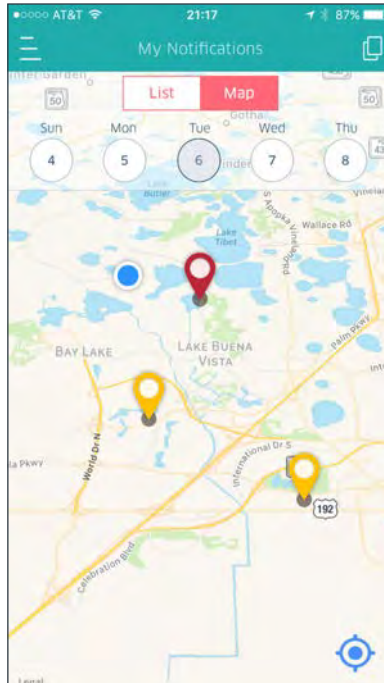
Barcode Scanner



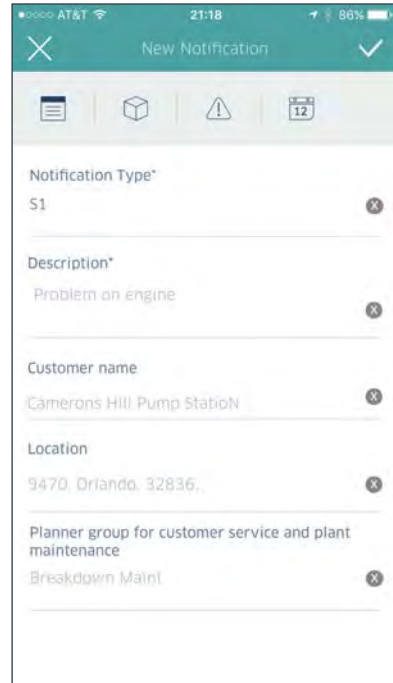
Digital Signature



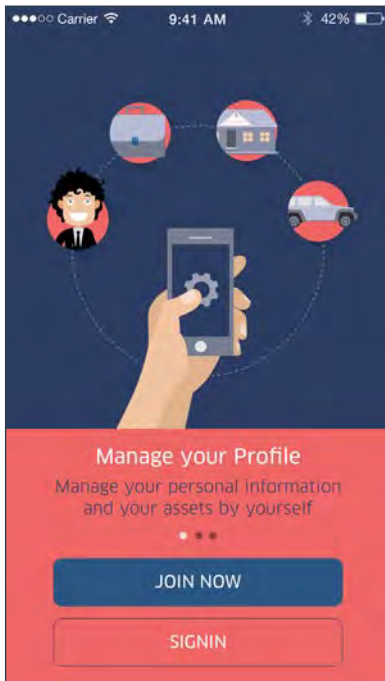
TouchID Authentication



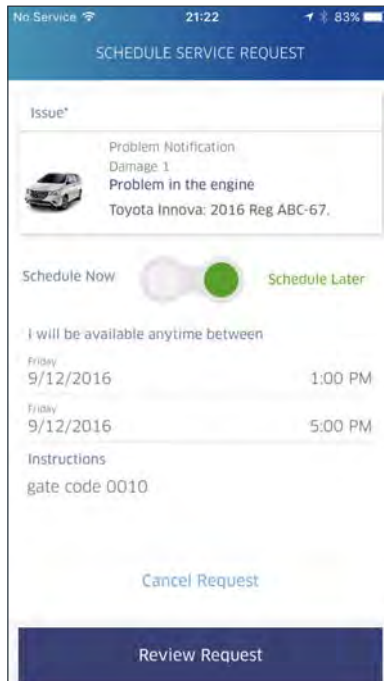
Alerts on Maps



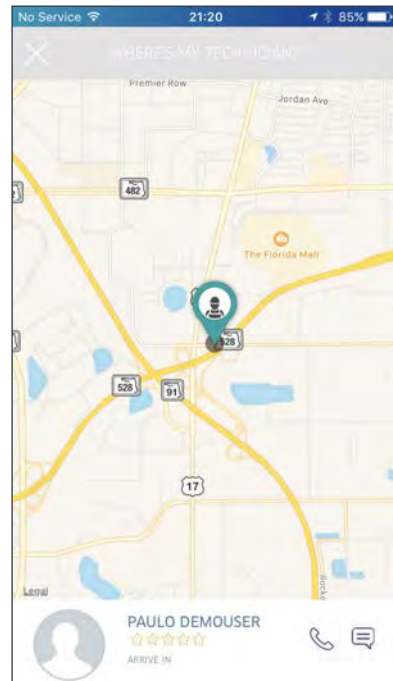
Create Alerts in the Field



Customer Self-Service Registration



Create Service Requests



Track Technician Location

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List Map PAULO DEMO...

Today Planned Start Date Clear Search Text

Tracking	Type	Description	Location	Status / Priority	Date	Technician
	SM01	Front left wheel requires new tire	Orlando International Airport 1_Jeff Fuqua Blvd,ORLANDO, FL	Scheduled Low	Started at 12/05/2016 08:00 PM	PAULO DEMO...
	SM01	Front left wheel requires new tire	Falcon's Fire Golf Course 3200_Seralago Blvd,KISSIMMEE, FL	Scheduled Low	Started at 12/05/2016 08:00 PM	PAULO DEMO...
	SM01	Disruption in vehicle countertop	Fountain Auto Mall 8701_5 Orange Blossom Trail,ORLANDO, FL 32809	Scheduled Medium	Started at 12/05/2016 08:00 PM	PAULO DEMO...
	SM01	Hole in left side of the garage	Epcot 200_Epcot Center Dr,ORLANDO, FL 32821	Scheduled Critical	Started at 12/05/2016 08:00 PM	PAULO DEMO...
	SM01	Hole in left side of the garage	The White House, Washington D.C 1600_Pennsylvania Ave	Scheduled Medium	Started at 12/05/2016 08:01 PM	PAULO DEMO...

Schedule Plan Board

iPad 21:30 68%

List Map PAULO DEMO...

Today Planned Start Date Clear Search Text

ROSS DEMOUSER

2312.5 Miles | 1991 Mins

Assign

8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM

1/1

Records per page : 100

Work Order/Technician Map and GPS Tracking

Quick Feature Check List

Area	Feature
Technical environment	<ul style="list-style-type: none"> • iOS and Android device channels - Phone and Tablet support • Back-end agnostic – common data model • Internationalization – language, date/time, measures • Supports connected (online) and disconnected (offline) modes
Authentication and security	<ul style="list-style-type: none"> • Industry security rating • Identity Management integration – oAuth, SSO, AD, SAML etc. • Encrypted offline authentication cache and database
Plug and play integration	<ul style="list-style-type: none"> • SAP ESS (Business suite 6.x, 7.x), SAP CRM (7+) • Documents and Media • GPS tracking, routes and directions • Phone, text and email • Bar code scanning • Common data model promoting back-end agnostic integrations via mapping
Scheduling (Plan & Track)	<ul style="list-style-type: none"> • List allocated and un-allocated work orders • Manage estimated and planned start/end dates and times • Assign orders to personnel • Allocate resources (materials, assets, equipment, personnel) • Release work orders to the field • Geo-location tracking and location
Approval Workflow	<ul style="list-style-type: none"> • Approve work orders in scheduling (Plan & Track) and/or through the MyApprovals micro-app
Work order processing	<ul style="list-style-type: none"> • List orders, attributes and attachments • Process order and task status, assign photos and video • Click to call/email/message • Create new orders and tasks • Self-assign unallocated work orders • Geo-location location and tracking • Payments • Time and Expenses • Dynamic checklist and surveys
Notifications (alerts)	<ul style="list-style-type: none"> • Create manually and automatically (IoT) • Edit notification attributes • Remove (delete) notifications • Convert notifications to work orders
Customer driven self-service	<ul style="list-style-type: none"> • User, account and product registration • Advertisements, news and events • Create, list and manage service requests • View product information and FAQ's
Extendable & flexible	<ul style="list-style-type: none"> • Order and task technical attributes (dynamic extended attribute) • Dynamic Surveys & Form

Additional Resources and Links

Area	Feature
Website	www.kony.com/field-service <ul style="list-style-type: none"> • Summary of features • Data sheet • “Try it now” demonstration
Videos	https://www.youtube.com/playlist?list=PLGdu8FQRGtxkXt3mVzMUGof1kfLo-hUAK <ul style="list-style-type: none"> • Kony Field Service Solution Overview • Facility (plant) maintenance • Break & Fix • Customer driven self-service • Kony Field Service Solution Presentation (parts 1/2/3)
Additional online resources	http://www.kony.com/products/apps/field-service/resources <ul style="list-style-type: none"> • Datasheet • Case Studies • Market analysis • Press releases
Detailed Product Documentation	https://konysolutions.atlassian.net/wiki/display/AFSD/Apps+Field+Service+Doc <ul style="list-style-type: none"> • Solution description • Installation guide • Demonstration guides • Plug and play integration (SAP Business Suite ECC/CRM) • FAQ
SAP plug and play Integration	https://www.youtube.com/playlist?list=PLGdu8FQRGtxnMzrTmXI_bmauu6hLA3pIF <ul style="list-style-type: none"> • Where SAP Fiori ends and the Kony Mobility Platform begins • Kony SAP Business Suite certification • Kony SAP Business Suite integration • Why SAP RFC connectors don’t scale well

Kony is the fastest growing, cloud-based enterprise mobility solutions company and an industry leader among mobile application development platform (MADP) providers. Kony empowers organizations to compete in mobile time by rapidly delivering, ready-to-run, multi-edge mobile apps across the broadest array of devices and systems, today and in the future, with a lower total cost of ownership. Kony’s cross-platform solution helps organizations design, build, configure and manage mobile apps to empower and better engage with customers, partners and employees.

For more information, please visit www.kony.com. Connect with Kony on Twitter, Facebook, and LinkedIn. 9225 Bee Cave Road, Building A, Suite 300, Austin, TX 78733 1.888.323.9630 | info@kony.com | kony.com