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Compusoft Bags Project Field Service Management In Marine Sector

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Mumbai, Jan 5: Mumbai based Compusoft has recently bagged a new order for Microsoft Dynamics CRM online – Field Service Management Solution. The customer provide services for Marine Industry. Compusoft is the first Microsoft partner, to sell the new offerings of Field Service Management as part of Microsoft Dynamics CRM in India and Asia region.

Features of Field Service Management :

Field service management solution helps the customer to optimise travel time of the Service Technicians / Engineers, increases the number of service calls, decreases the carbon foot print, more accurately predict on time arrivals. Field service caters Intelligent scheduling, Mobile Field Enablement and Optimized Resource Utilisation. This solution is useful for the customers who are into service industry and have a commitment to serve the customers ontime, anytime.



The Use Case Scenario: The customer is more than 100 years old company and pioneer in providing service to the marine industry. They are sales & service partner with various multinational companies providing electrical equipment's / lifeboats / life rafts / immersion suits as may be required by various shipping companies on their respective ships. When any ship anchors anywhere across Indian shores, they may call up the principal or partners directly regarding any service required on any of the equipment on board the ships. Since most of the equipment are mandatory, the ship cannot leave the port unless the equipment is in completely functional.

The service order will then be raised in the system. The order will then be assigned to the engineer based on the skill set required and the availability of the engineers in the closest geographical location. The order will also carry details of spare parts to be carried along for the order. The engineer will accept the order & start his/her activity on the mobile. The engineer will give details of the spares used for the order and also take a confirmation from the ship captain of the job completion on the mobile device. The solution will generate the service report. The travel expenses would also be captured in the system. This service report then will be integrated with ERP where the service invoice will be created and sent to the shipping company or the principal as the case may be. The travel expenses recorded in the system will be used to reimburse the expenses incurred by the engineer.

“Compusoft plans to focus aggressively on field service management which can be actively deployed in various verticals like Medical equipment manufacturing and services, Manufacturers, Trades (HVAC), Industrial Services, Insurance, Medical services Business to consumer, Security & Fire and Safety, Utilities, Telco, Oil and Gas”, said Devesh Aggarwal, CEO of Compusoft.