

# VIEW 360- FIELD MANAGEMENT SOLUTION

End-to-End Field service management



We, at Epik Solutions, are a one-of-a-kind company that provides simplified enterprise and account-based solutions to help our customers grow. We create transformational methods for our clients to solve their immediate and long-term needs.



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# Quick facts



Qualified associates

**523**



Worldwide locations

**10**



Delivery of successful projects

**1000+**



Currently active projects

**100+**



Revenues from Fortune 500 clients in long-term, multi-service engagements

**53%**



Data sources managed across global customers

**10TB**



CSAT across customers for past 6 quarters

**90+**



Workforce from social empowerment initiatives

**55%**



Renewal ratio for annuity-based contracts

**98%**



Certified GSA schedules

**2**



Industries we serve

**6+**



Annual investment in design labs & resource training

**250K**

# Our Technology Partners

HubSpot

SharpSpring

NewsCred

PipelineDeals

Microsoft

SharePoint

agora pulse

amazon web services

Drupal™

Informatica

Adobe Solution PARTNER

Microsoft Azure

Google Partner

Marketing Partners

salesforce

ANDROID



# Epik Solutions - Capability snapshot



**150+**

Associates working with Energy, Utilities, O&G industries



**\$1M+**

Technology investments



**5000+**

Hours of advanced business vertical training



**50+**

Vertical customers



**40+**

Field Service Management clients



**5+**

Years of experience



**Global Footprint**

USA, Canada, Australia, Mexico, & India

Digital Mine

Application Integration Services

Data Management

Safety & Operations

## Advisory

- Digital Oilfield Data Integration (end – to – end) currently in progress at an Italian IOC
- Business case development for advanced Oil and Gas technologies (e.g. DTS)
- Business process design for Collaborative Work Environment (CWE) for Energy Majors

## SI & Development

- Implementation of real time solutions- One of the largest OSI-PI implementations in the world
- Integrated portal for real time production as well as subsurface & wells data visualization
- Workflow implementation for operations and well delivery processes
- Reengineering of drilling & subsurface application

## Operations & Support

- Energy major's business apps spanning across process areas like hydrocarbon accounting, logistics, HSE, finance, etc.
- Process control access domain support
- Petro-economic modeling
- Manage the complete F&A business process for a leading Upstream Company



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# Field Management Key Challenges

# Challenges of Field Management

Sometimes, even in organizations which seem to be quite streamlined and advanced, the field service operation is let down by broken, manual service processes and this invariably results in higher costs, delayed problem resolution and greater customer dissatisfaction.



## Underutilized equipment

Expensive industrial equipment in mining or oil and gas can cost millions when sitting idle



## Customer expectations

Customers expect that their service should not be disrupted, and should be immediately restored



## Low employee productivity

Managers are unable to monitor field employees, which may reduce productivity



## Service to sales

Safety of drivers and vehicles on the road and while on the job site is a concern both for individuals and their employers

## Cost

Rising cost of manpower, vehicle maintenance, and parts inventory



## Data and technology

Many times, the data for analytics is missing, stale or inaccurate.



## Safety

Safety of drivers and vehicles on the road and while on the job site is a concern both for individuals and their employers

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# Introducing VIEW 360

## Advanced Field Management Solution



# View 360 Solution

View 360 provides a customized solution that incorporates all the tools & features in a single view that manages, automates, and streamlines a team's activities, for all enterprises.

Front office engagements & back office processes synchronized

Stay connected with online & offline mobile access

Deliver smart analytics with the Internet of Things

Self-service for field management

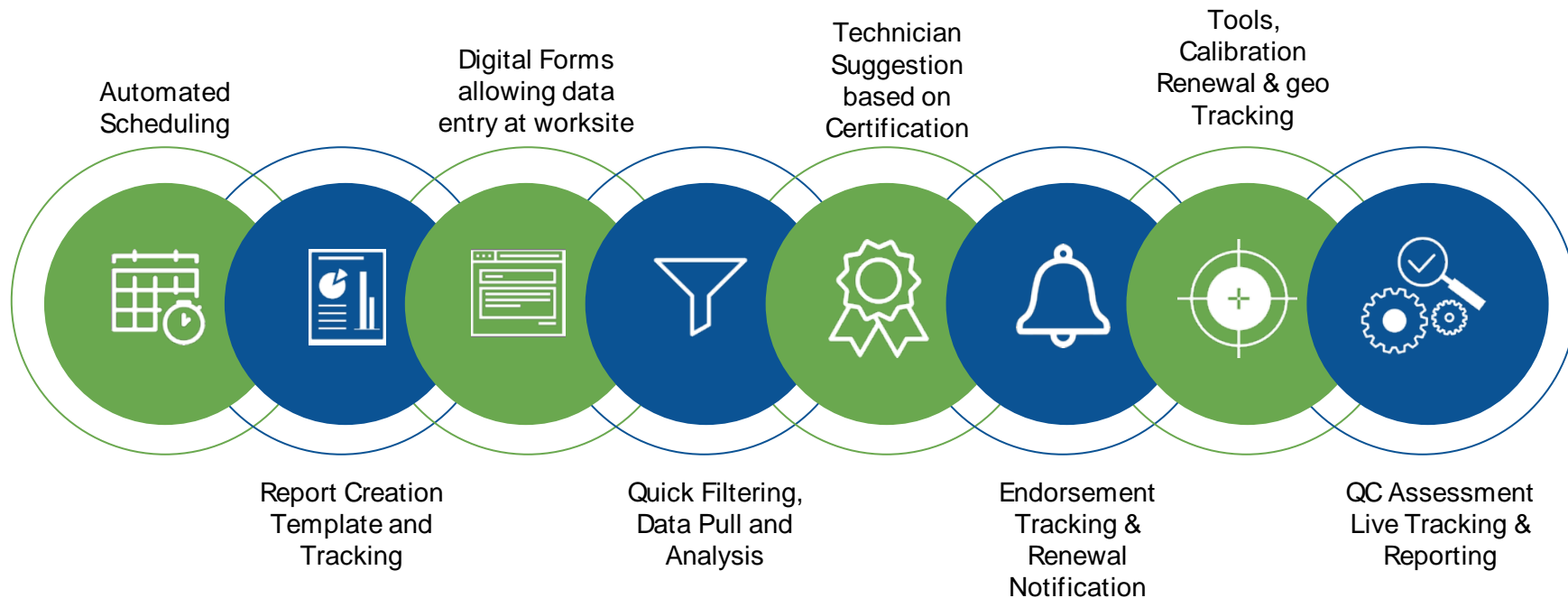
Deliver end-to-end field service excellence

Work order, Inventory, and purchase management



# VIEW 360- Salient Features

End-to-End service management



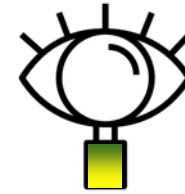
# VIEW 360 Benefits



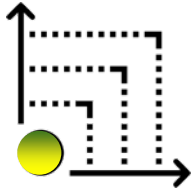
Reduced field service costs & increase revenue  
Increase customer satisfaction & revenue by boosting productive time, efficiency, and decisions based on real-time analytics.



Cloud-based intelligent solutions  
Adopt a next-generation customer experience suite that offers cloud-based intelligent solutions for marketing, commerce, sales, service, & customer data.



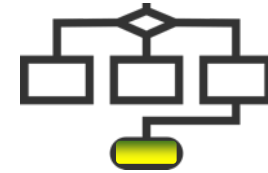
Real-time insight into warehouse, work order, and service management  
Make decisions and recognize issues quickly with standardized and customized analytics and reports



Scalable solution  
Accommodate expansion without hampering the existing workflow and ensure an increase in the output or efficiency of the process



Security and Compliance  
Focus on your business and customer relationships, while knowing that your data is safe and reliable. With a proactive, predictive approach



Configurable business workflow  
configurable business workflow to capture and record all aspects of documentation required during project execution

# VIEW 360 Impact



**Resource Center**  
Modernize your workplace and redefine field service, speed and convenience is higher than ever



**Skill & productivity management**  
Increase overall productivity by matching job requirements to a technician's skillset



**Workforce safety**  
Give technicians continuous access to relevant environment, health, and safety (EHS) documentation



**Analytics and Reports**  
Make decisions and recognize issues quickly with standardized and customized analytics and reports

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# Case study- Pacific Gas & Electric

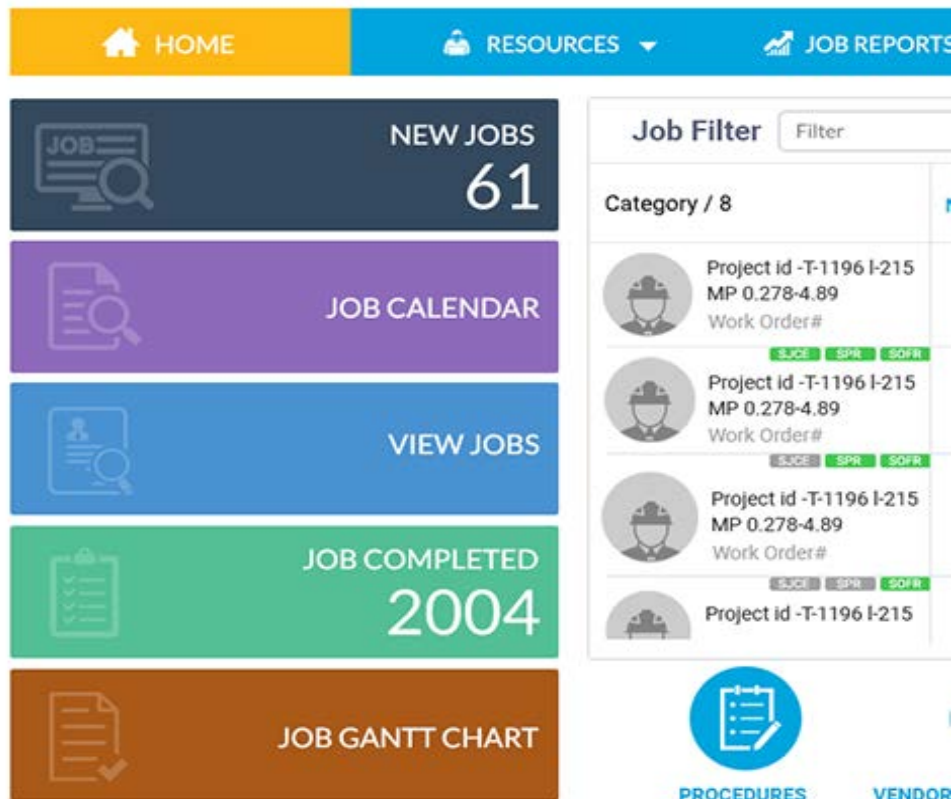
# Case study - Solution Brief

## Objectives

- To protect your brand image by delivering fit worthy of your name
- To create field service experiences that will minimize downtime and increase customer loyalty
- To meet the rising needs of service in the tire customers desire

## Solution

- Harmonizes field service processes
- Creates consistent mobile experiences
- Delivers smart analytics
- Empowers customers with self-service
- Creates an on-demand service network



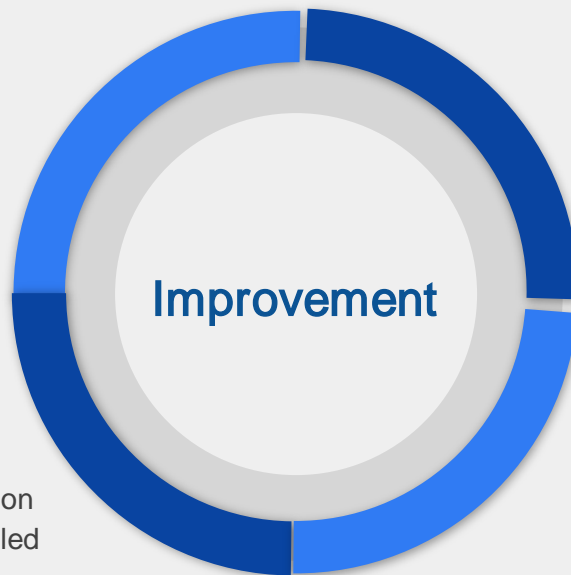
# CASE STUDY - PG&E

## OPTIMIZED PROCESSES

With VIEW 360, all business process are optimized and streamlined in one centralized system

## EFFECTIVE RESOURCE UTILIZATION

Automated scheduling and reporting on VIEW 360 ensures optimal use of skilled resources on specialized jobs



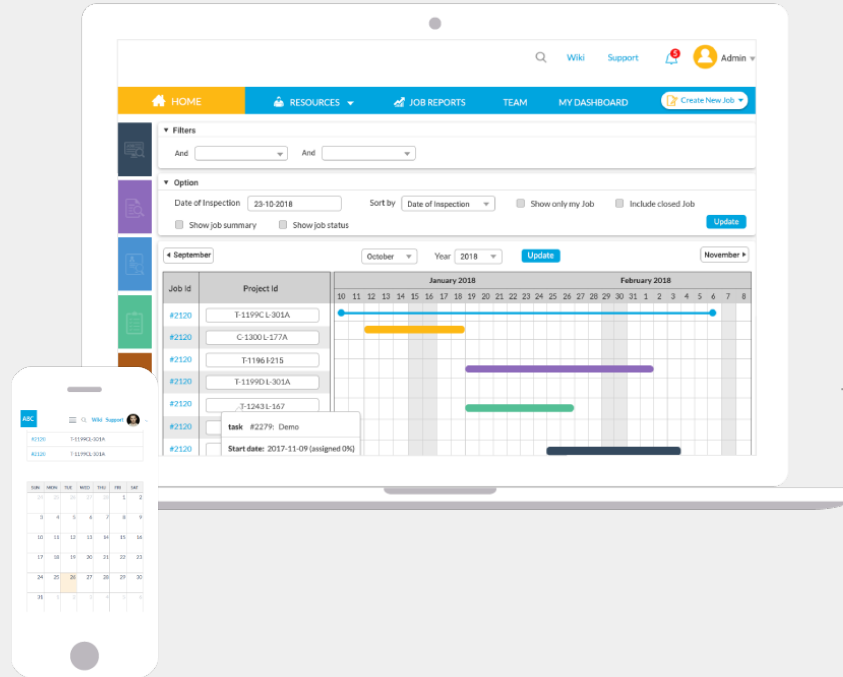
## MANAGE RISK & REGULATORY COMPLIANCE

As state and federal regulations become more complex, VIEW 360 guarantees operational and digital intelligence to achieve accurate regulatory compliance & reporting

## SAFETY IMPROVEMENTS

Automated and unified reporting helps easy data analysis providing predictive inspection insights. Also helps identify threats before they become incidents.

# CASE STUDY- Cupertino Electric



## SMART SCHEDULING

System for technicians and consultants for highly specialized jobs

## QUICK FILTERING

By Date of Inspection, Location, Line Number, Technician and other key attributes

## TRACK PROGRESS

Gantt Chart showing job progress

## CROSS DEVICE COMPATIBILITY

Use on desktop or Phone / Tablet at worksite



# CASE STUDY - Global Oil upstream Major

## BUSINESS IMPACT DELIVERED

With the new scheduling application client's Oil upstream operation team noticed significant improvement in its resource utilization and team productivity. Job report creation is simplified with inbuilt template within the application. All job related information, images, radiography files are stored in one place tagged with the job/work ID. This helps is easy data pull for future reference and monthly reports for senior management.



28%

Resource Utilization  
Improved by **28%**



35%

Team Productivity  
Increased by **35%**



42%

Data Analysis Insights  
Improved by **42%**



25%

Reporting Time  
Improved by **25%**

# LET'S TALK



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