



Marine parts manufacturer synchronized field service around the globe

- **Device-specific tools lack flexibility, customer integration**
- **New, unified vessel field service system supports 4,000 customers**
- **Customer platform integration cuts costly rework and delays**

The business issue

This global marine parts manufacturer's 4,000 customers deploy one in every four sailing vessels worldwide. More than 100,000 pieces of the company's equipment help run those 25,000 sailing vessels.

Unfortunately, many of its tools were device-specific, restricting information access for 700 field service engineers and thousands of customers in ports and on the ocean all over the world.

The company needed a flexible tool working across its customers' multiple platforms and devices. The platform-agnostic tool would eliminate the need for special hardware, cutting corporate expenses.

The manufacturer chose Pega Field Service™ to create a powerful, single vessel field service system to integrate with each customer's platform and meet its specific operational requirements.

The solution

The Pega solution schedules, assigns, and tracks all work. Optimized schedules ensure that commercial and defense vessels are serviced on time, within projected budgets, and in accordance with customer regulatory requirements.

Now, when planners receive a request to find resources for a specific job location, Pega's app provides predefined data on customer availability, job certification, and skill requirements. It then generates a list of service engineering resources ranked by technical skills, certifications, availability (including visa restrictions), and proximity.

With the Pega Field Service™ mobile app, technicians view assignment details and track the related activities, hours, and expenses on-site, wherever the ships may be moored.

The results

Pega's sophisticated rules-driven solution ensures compliance with the customer's rules, processes, and restrictions (such as export control regulations), avoiding costly remediation. The app includes these field service features:

- **Automatically attaches mobile forms relevant to the assignment from the company's database, along with technical documentation**
- **Technicians attach relevant media to service reports and forms, including photos of solutions delivered**
- **Coordinators and technicians relay questions or messages via instant messaging, providing faster, more accurate service**

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Our organization uses a wide range of tools and systems, but with Pega Field Service Management, users will handle service orders from A to Z within the same global platform, independent of the site's ERP system.

**Program Manager,
Field Service Development**

Global marine parts
manufacturer