

**FOREFRONT**   
a NEORIS company



# Field Service + AI Solution Accelerator

Pre-built package to help service-centric organizations modernize field service operations and connect assets across the value chain.

### The Case for Modernization

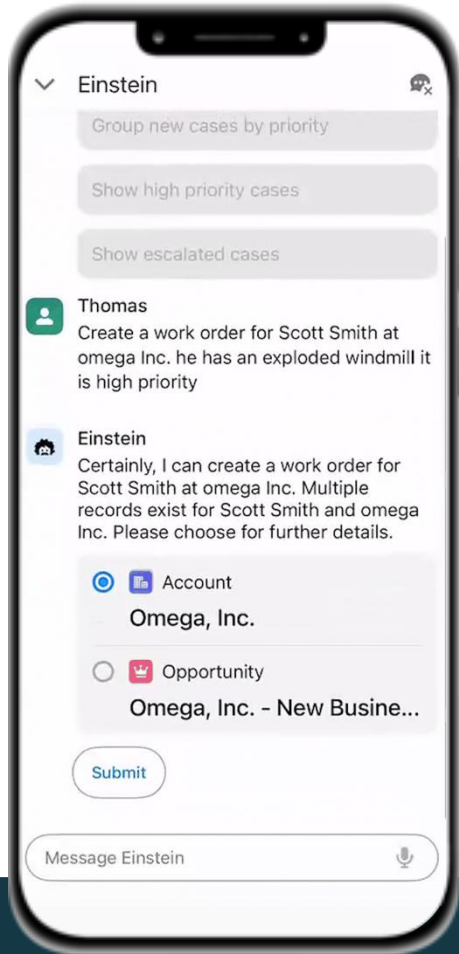
Many customers are stuck using legacy technology to manage field service operations. Rigid architecture and a lack of configurability, high maintenance costs, non-existent mobile capabilities, and siloed customer and asset data are all major pain points.

Salesforce Field Service (SFS) is the only solution poised to help organizations effectively maintain their assets, improve productivity, and grow revenue. ForeFront's Field Service + AI Accelerator is designed to leverage SFS's depth of functionality to drive rapid time-to-value and maximum ROI.

I work with Forefront because they deliver projects on time and bring a strong industry perspective, ensuring trust and customer success. **They make the impossible deal cycles seem easy and should be trusted with our biggest deals.**

- Zach Olszewski, Salesforce VP Manufacturing





## ForeFront + Salesforce Solve Common Problems That Legacy Technology Can't

1. **Automate process flows**, from scheduling to quote line automation and invoicing
2. **Optimize mobile capabilities**, with solutions that work online and offline
3. **Seamlessly integrate** to asset management, billing, and surround systems
4. **AI boosted efficiency** that delights customers and optimizes technician workflows (no matter where the job takes them)

# Who is This Accelerator For?

Any asset-centric organization that relies on field service to fuel their customer and partner relationships.



## Service Leaders who want...

- Streamlined and integrated end-to-end field service process from service quoting to invoicing
- 360-degree visibility into customer and asset data
- Increased adoption rates and faster ramp-up times for new employees



## Technicians in the field who need...

- An optimized mobile application that works anywhere
- AI-boosted productivity to create work orders and update data on-the-fly
- Dynamic ticketing and job creation that ensures the right tools make it to the right the job



## CFO and Finance Leaders looking for ...

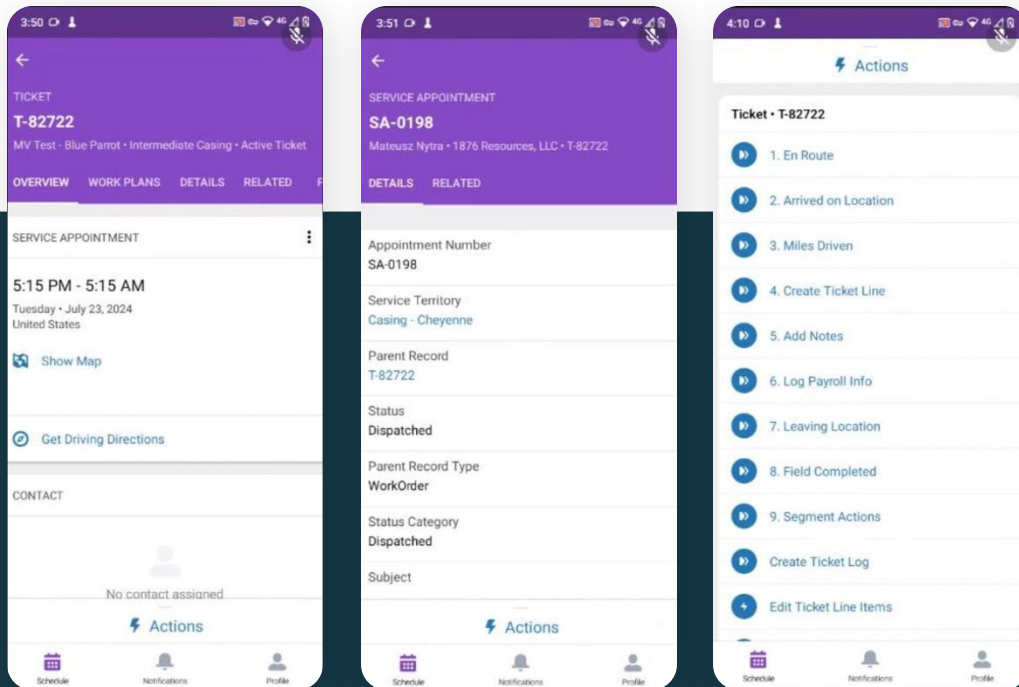
- Savings on licensing and maintenance costs
- Scalable and innovative solutions to modernize the organization's technology stack
- Reduced revenue leakage through optimized asset uptime and a more predictable maintenance strategy



### ForeFront's Field Service + AI Accelerator includes everything customers need to modernize field management

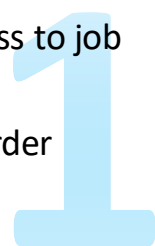
- 4-week intensive blueprint to map existing systems to Salesforce Field Service
- Salesforce Field Service instance
- Migration plan
- Mapping documents
- Migration of Asset and Customer data

# Capabilities That Meet Technicians Where They Are, On and Off the Field



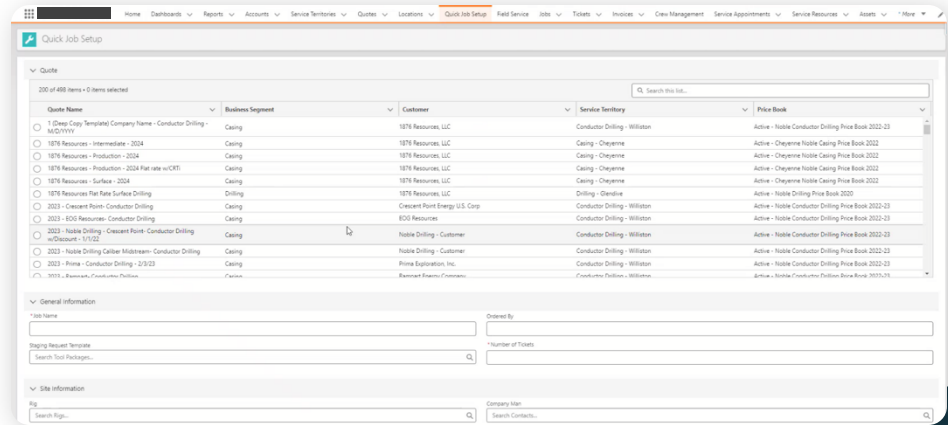
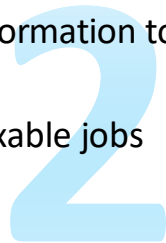
## SFS Mobile App

- Gives techs real-time access to job details
- Enables on-the-fly work order competition



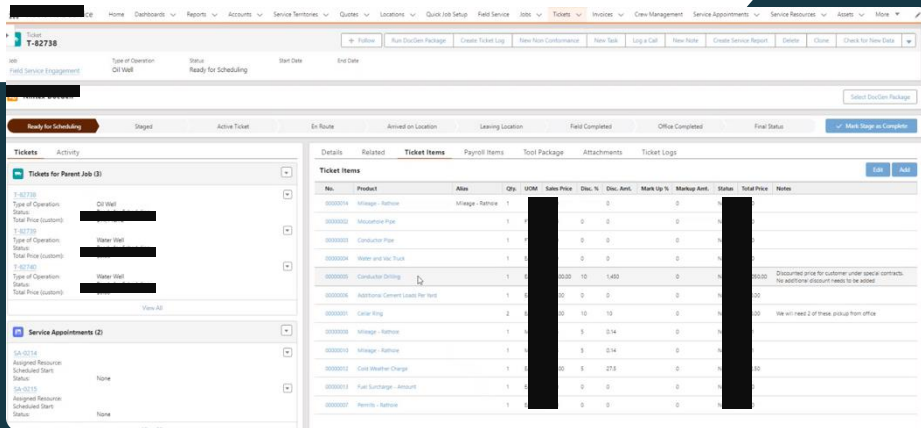
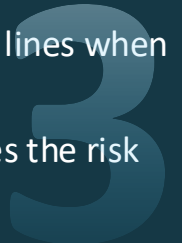
## Quick Job Setup

- Automatically pulls data from the quote's Account, Business Unit, Service Territory, and Price Book
- Dynamically changes which information to input
- Location selection to match taxable jobs to taxable line items

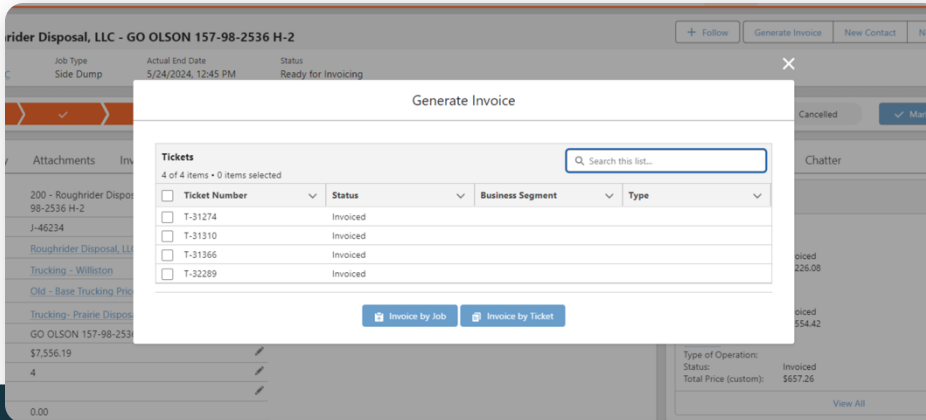


## Quote Line to Ticket Line Automation

- Identifies the types within segments on a quote item line level
- Automatically pulls all relevant lines when creating new jobs and tickets
- Increases efficiency and reduces the risk of manual errors



## Field Service + AI Solution Accelerator



## Invoicing Automation

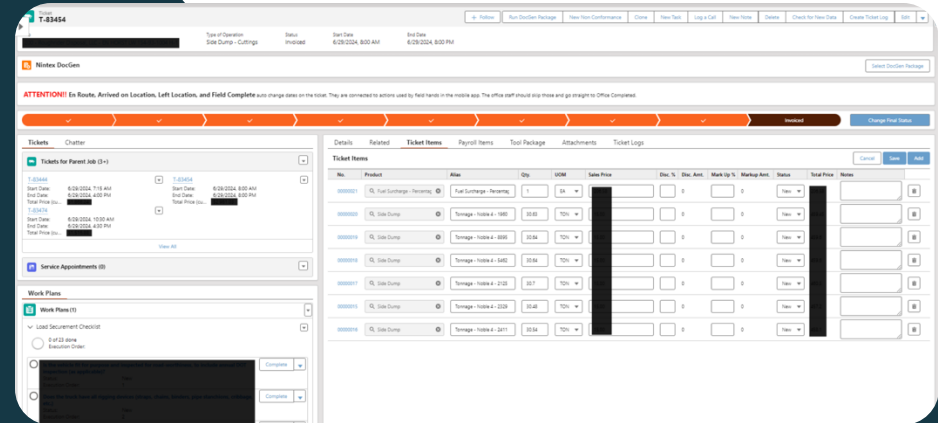
- Easily regenerates invoices
- Pre-built automations allow users to invoice by one—or multiple—tickets at the same time
- Provides a better experience for customers and keeps revenue flowing

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## Custom Grids

- Available on desktop and mobile
- Bulk edit, add, and delete records
- Significant time savings for users!

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### How ForeFront Accelerates Time-to-Value

- **Salesforce Field Service expertise** – Ask us about our customer stories! In one example, we migrated Noble Casing off a legacy solution to Salesforce Field Service. They expect to save \$100K+ on yearly licensing costs, and that’s just the beginning. [Read Noble’s success story.](#)
- **Real-world industry experience** – We speak the customer’s language and understand their challenges.
- **Full Salesforce multi-cloud capabilities** – We map business outcomes to Salesforce solutions to drive end-to-end digital transformation.

To learn more about our Field Service + AI Accelerator, and other Salesforce solutions, contact Kaushik Ghosh, Salesforce Practice Director (and Field Service Advisory Board member!)



Kaushik Ghosh



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