ForeFront Field Service + AI Solution Accelerator

View the Accelerator

Why This?

Many asset-centric industries and organizations are adopting new digital systems aimed at improving asset maintenance, increasing productivity, and growing revenue.

Salesforce Field Service (SFS) is the *only* solution poised to help customers achieve those goals.

Combined with ForeFront's 15+ years of field service experience, it's the perfect solution for organizations seeking rapid time-to-value and maximum ROI.

Why Now?

Oftentimes, customers are stuck using legacy technology to manage field service operations. In these ERP-like platforms, major pain points include rigid architecture, lack of configurability, high maintenance costs, non-existent mobile capabilities, and siloed customer and asset data.

Okay, I'm bought in, now what?

Know

Service-centric customers need to modernize field service operations and connect assets across the value chain. ForeFront's SFS + AI accelerator solves common industry problems that legacy technology can't. Possibilities include:

- Automated process flows, from scheduling to quote line automation and invoicing
- Optimized mobile operations in the field, online and offline
- Seamless integrations to asset management, billing, and payroll systems
- Dynamic Ticket Logging that picks the right tools for the right site
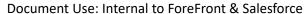- Massive efficiency gains with Einstein Voice Assistant for mobile

Business Value

With ForeFront's SFS + AI accelerator, customers achieve a completely streamlined, automated, and innovative field service operation that enables an entirely remote workforce.

- Read this success story to see how ForeFront migrated Noble, Inc. to SFS from a legacy field service solution. The migration—facilitated by our Maestro Health Check tool—consolidated and seamlessly transferred data while preserving the integrity of existing customer and asset data.
- Our reusable SFS Solution components not only accelerated the time-to-value but also provided a highly scalable foundation for growth
- ForeFront's implementation methodology and change management approach ensures adoption at-scale

Sample Outreach Messaging

Use the template below when reaching out to customers!

Subject: See How Noble Casing Uses Salesforce Field Service to Optimize Field Operations

Hello <Customer's Name>,

Noble Casing, Inc. is a Salesforce customer that has had remarkable success migrating to Salesforce Field Service with ForeFront's accelerator, creating an exceptional service experience for both customers and employees. With Salesforce, Noble is…

- Saving $100K+ on yearly licensing costs
- Modernizing their operations in the field and beyond
- Uniting customer and asset data

Let's schedule a 30-minute introductory call to see how this could benefit your business.

My availability ix XYZ…

<Your Name>

How to Engage

Ideal Customer Profile to Target: Any asset-centric organization that relies heavily on field service to fuel their customer and partner relationships.

Key Personas & Value Drivers

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
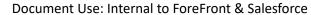
Technicians in the field who need…

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

CFO/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

Assets to Execute Sales Play

Share these assets internally at Salesforce:

- **ForeFront's SFS Accelerator**
- **Noble Go-Live Story** to share on Slack and elsewhere

Share externally with customers:

- **Noble Success Story**

Contact ForeFront Today!

Kaushik Ghosh, Salesforce Practice Director

kghosh@forefrontcorp.com

Message Kaushik on Slack!