outsystems

Transform Your Field Service
with a Great Customer Experience

Full Offline Working, Flexible Architecture, Reusable Components

Faced with pressures from both the business leaders and technicians to make technologies "just work together" for a great user experience, application development leaders face an uphill battle. Many organizations have chosen to acquire packaged Field Service Management (FSM) solutions for their field service functions as well as complementary systems for IoT, AR, and other collaboration applications for remote working. Making all of these systems work with each other is a difficult challenge, but getting them to work together and still provide a cohesive and intuitive user experience can seem impossible.

TotalProduce.
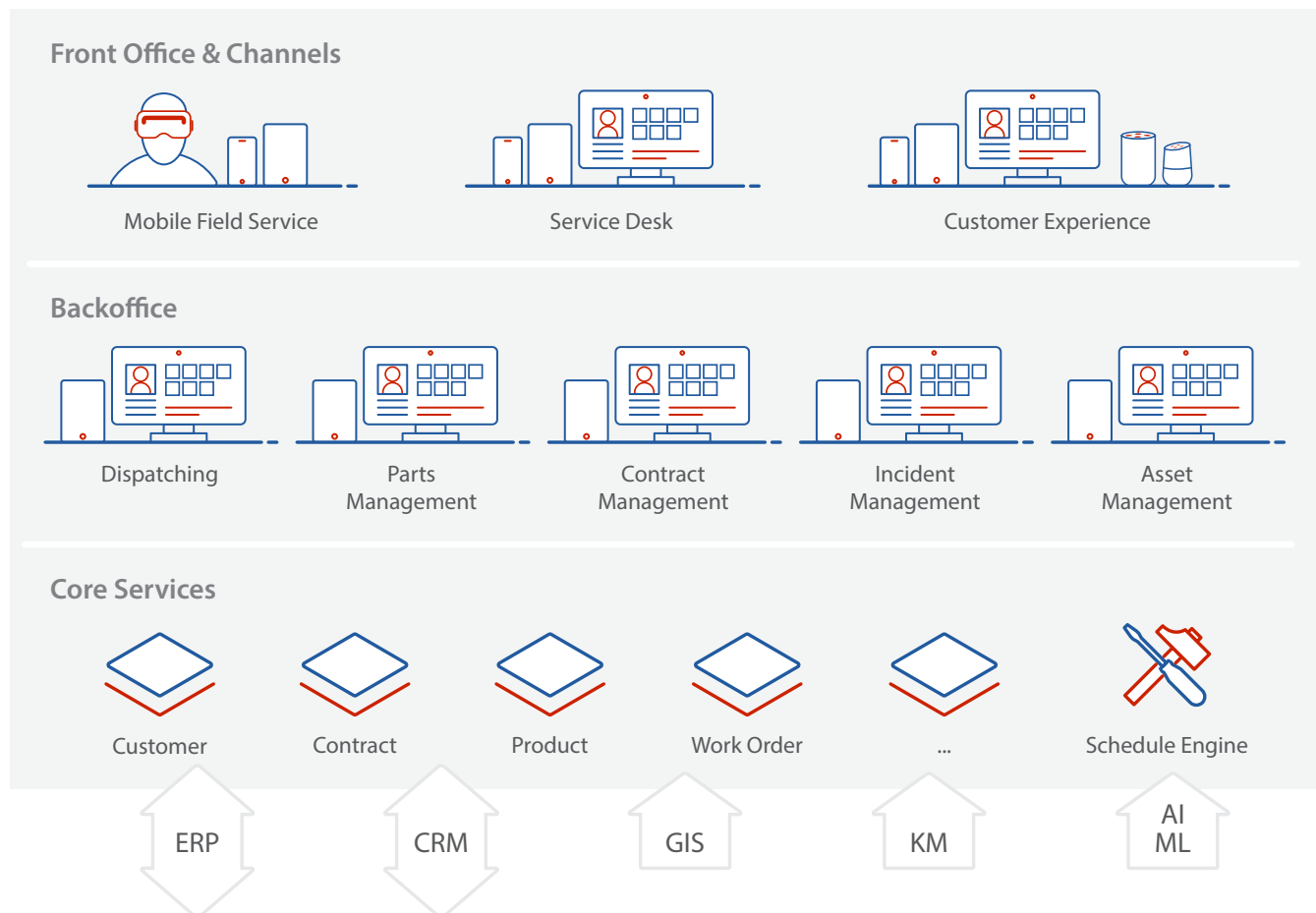### Let's Grow Together

mobile app delivered
in **12 weeks**

YESCO®

cutting development
time by **50 percent**

outsystems

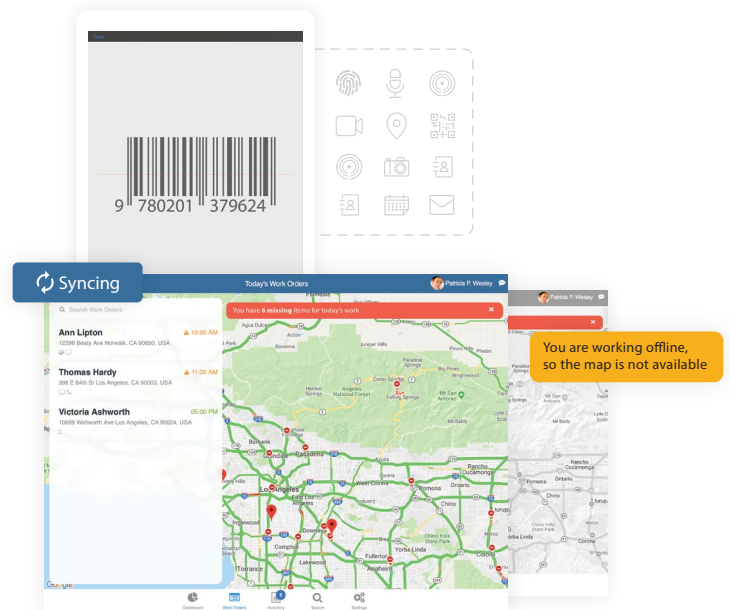# **A Platform For All** Your Field Service Needs

Building applications for several operating systems and then customizing it for each device screen size and specifications makes it incredibly difficult to remain agile and adapt to new technologies, not to mention making it difficult to keep up with change requests from the business. With OutSystems, you have a single platform that allows you to:

- Use an open API layer to Integrate all of your Commercial Off The Shelf Solutions (COTS) into a single highly intuitive application.

- Build new applications on a single code base across any operating system and device that allows you to make changes in a matter of hours not weeks.

- With our drag and drop, user interface, you can work alongside technicians and business leaders to collaborate on the most intuitive workflow to ensure the application has high adoption rates.

- Reuse code components across applications to maximize resources and significantly increase the time to market.

Front Office & Channels

Mobile Field Service   Service Desk   Customer Experience

Backoffice

Dispatching   Parts Management   Contract Management   Incident Management   Asset Management

Core Services

Customer   Contract   Product   Work Order   ...   Schedule Engine

ERP   CRM   GIS   KM   AI ML

Digital Paper Is Not On the Menu

Many Field Service Management (FSM) solutions simply replicate paper-based work orders and forms, creating a "digital paper solution." This type of solution makes work orders highly restrictive for the technician and also inflexible when the work order needs to be changed or configured to keep up with the business needs. With OutSystems, we make it extremely easy to customize and configure your workflow within hours, so you can match multiple types of business processes for different users that suit their needs.

Mobile **Distributed and Offline**

Many Field Service Management implementations fail because of an organization's inability to execute on their mobile strategy both from a technical and usability standpoint. With OutSystems, you don't have to worry about your ability to provide field technicians with a full offline and online mobile distributed solution. Using the OutSystems platform, you can:

- Build sophisticated and secure offline experiences that support everything from simple data caching to offline data access and synchronization.

- Build a pixel-perfect UX with 100+ UI patterns and screen templates

- Use existing front end code by dragging and dropping it into your new application

- Control who gets access to your data by using OutSystems to build robust and secure back-ends for your mobile apps.

- Built-in governance that integrates with your corporate identity management systems ensures security.

- Notification frameworks, drag-and-drop business process workflow, and connectivity to any system ensure your back-end supports all the needs of your front-end apps.

- Access any device-native capability with drag-and-drop simplicity.

- Leverage a complete set of intuitive native libraries or add new native sensors or capabilities by simply adding the URL for an open-source plug-in

- One click deployments; Test apps instantly on any device. Package them for the app store with one click. Update them automatically over the network

Yes, But **Will It Scale**?

Developing a solution for 100 users is one thing, but enabling a workforce of thousands of field technicians with a solution that can scale in a fast and efficient way is another. Data sync issues can bring your entire field service to a halt, so it's critical that you have a solution that can efficiently sync data but without exposing sensitive information.

OutSystems is designed with a strong focus on scalability with an architecture that supports a wide range of options, including both vertical and horizontal scalability, this allows you to take a simple departmental application and grow it to a vast internet-wide deployment supporting millions of users

without additional development. In order to sustain your need to scale, the platform has the following:
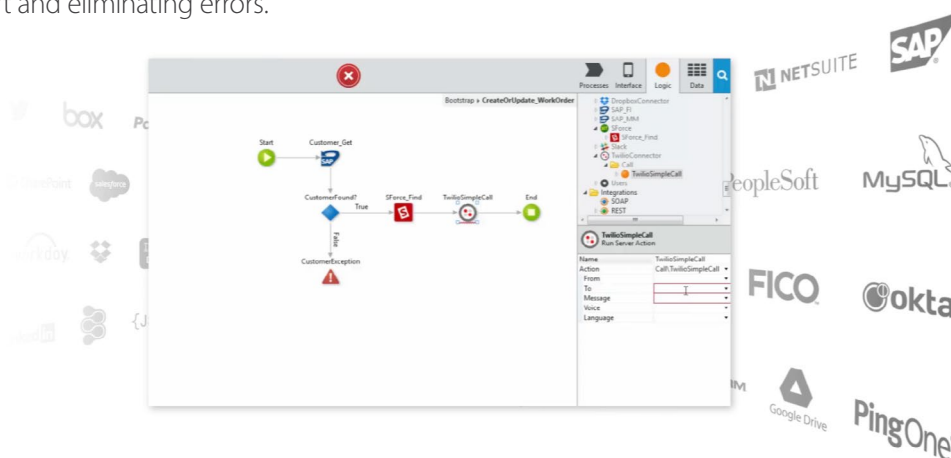
• A distributed architecture that supports load balancing and removes single points of failure in the execution environment.

• Allows you to add and configure more front-end servers to the appropriate cluster with all required applications automatically installed and configured.

• Deploy your applications to containers, and leverage the auto-scaling capabilities of your container orchestration software.

Putting It **All Together**

With a long list of systems to connect such as your ERP, scheduling and routing engine, parts suppliers, collaboration tools, GIS, payment systems, augmented reality and on and on, you need a platform that allows you to integrate all of these disparate systems into a single cohesive app that technicians want to use. With OutSystems your developers can:

• Manage the configurations of integration without the need to write custom code, significantly reducing time and effort and eliminating errors.

• Integrate with SOAP and REST services and SAP systems automatically as they are built-in, and OutSystems generates all the methods and data structures to integrate with the external system.

• Work with familiar integration methods as they will see almost no difference between invoking an OutSystems method, a REST API, or an SAP BAPI.

You've Built It, **Now What**?

So you've built a fantastic work order management application that integrates with your ERP, scheduling system and has a great UI, what now? To successfully launch your application, you need a platform that can handle multiple deployment methods based on your specific needs.

When you become an OutSystems user, your subscription on the OutSystems Cloud is automatically activated, and you can start developing and delivering applications immediately. But OutSystems was designed for other clouds (private or public), on-premises or hybrid deployments. Let's take a look at how OutSystems handles all of the different options;

- **OutSystems Cloud:** OutSystems takes care of the infrastructure and provides both self-service options and a portfolio of admin services in a simple-to-use offering.

- **OutSystems for Public Cloud:** For organizations that require deep control of their infrastructure and want to take advantage of the infrastructure services offered by public cloud vendors, OutSystems can also be provisioned in any other public cloud service.

- **Private cloud and on-premises:** If you need full control over enterprise and customer data, or have precise requirements for security and regulatory compliance. Developer teams can install OutSystems in a private cloud, co-located data center, or on-premises.

- **Hybrid:** It's possible to combine the various deployment models, distributing OutSystems deployments across public, private, or on-premises environments, leveraging the unique benefits of each.

> "It's not just faster development. The DevOps capabilities of OutSystems, like one-click deployment and performance monitoring, mean the apps we deliver this way are less costly to update and maintain. That means we can invest more in innovation that will keep the company competitive into the future."

—Tony O'Halloran, Director of IT Total Produce