

Broaden in-field Visibility with Integrations

A unified data infrastructure helps you build end-to-end real-time visibility to power up your field service operations. Integrating your data silos (ERP, Asset Management, CRM, and more) gets your back office, field teams, and third-party contractors on the same page to give your customers world-class service – and reduces your time-to-value on your field service solution. Here’s how to get a handle on your siloed data.

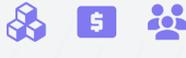
Data, Data, Everywhere

You have a wealth of data at your disposal, but it’s likely split up among different systems of record:



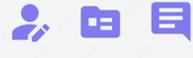
Asset Management Silo

This silo holds information like asset hierarchy, asset lifecycle, and warranty and contract information.



Enterprise Resource Planning Silo

Here’s where you’ll find parts & inventory, billing & financial, personnel, and more.



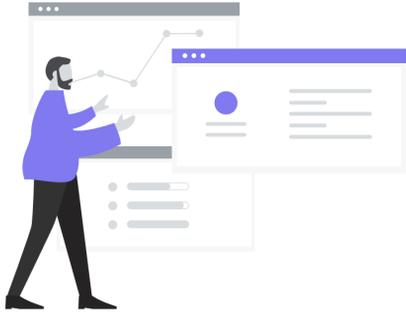
Customer Relationship Management Silo

This silo holds your customer information, case management, and customer communications.

These systems of record help you manage complex business functions – but they’re not really designed for your frontline workforce.

Integrations: Bringing It All Together

To give your teams the ability to communicate effectively and work from the same playbook, you have to integrate these back-office systems of record to your field service platform. This is where systems in Operating Systems come in. These are the applications your teams will use to get their day-to-day work done and power your most important business use cases. Integrating Operating Systems helps your team with these critical tasks:

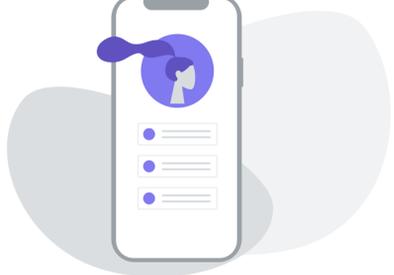


Predictive Maintenance & Support

Your teams can access asset history and repair records, combine that data with service contracts and SLAs, and get the insight they need to anticipate each customer’s needs. This can evolve into predictive support & maintenance with further integration into IoT data and AI / ML capabilities.

Streamlined Customer Engagement

Your field technicians, armed with better insights about the client, contractual obligations, and history of their relationship with your company, can use that information to direct the on-site conversation.



Inventory Management & Ordering

Your inventory system will be much more accurate when you can capture real-time data on parts and inventory stock and usage. Using these insights, you can dispatch the right technician with the right parts to improve first-time fix rates and customer satisfaction.

Build on a Strong Foundation

Integrations with third-party systems are difficult, thanks to changing and evolving APIs (such as security keys changing on a regular schedule). Traditionally, you could only manage these integrations by coding, and these integrations require an enterprise-grade API infrastructure.

Inbound REST APIs

Core functionality is exposed in the form of REST API operations.

Outbound API Configuration

External systems APIs can be configured and used by workflows to communicate with third-party systems.

Workflow Builders

Workflow builders allow you to easily configure and maintain integrations with internal and external systems.



User-Friendly Integrations with Zinier



Configurators to easily deploy & maintain integrations



Use pre-built integrations to speed up deployment process & minimize time-to-value



Your choice: Start quickly with pre-built integrations or use integration accelerators to configure new ones in a matter of minutes.



Learn how integrations can turbocharge your field service operations

Contact Zinier today.

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