

Did you know?!

“Unplanned downtime costs industrial manufacturers an estimated \$50 billion annually. Equipment failure is the cause of 42% of this unplanned downtime.”



Mendix Field Service Management

All too often, Field Service Management (FSM) is a fire-fighting job. Inefficient and paper-based processes, a lack of information and poor information quality frequently result in operational inefficiencies and unplanned downtime. Production goals aren't met. Service costs are excessive. Customer satisfaction and retention is sub-optimal.

We've seen all this many times, across many customers' sites. We know we can solve many of these problems, so we've created Mendix FSM: our FSM software business, consisting of kickstarter application templates. Mendix FSM specializes in the digital transformation of field service business operations in the manufacturing industries. It's our belief that every business today should be using software at the core of every key business process, including in field service management.

But no business is exactly the same as another. Each has aspects of processes that are unique. Software shouldn't force a business into a straightjacket of standardization, but should instead reflect each company's competitive differentiators.

Hence, Mendix FSM has developed an FSM App Suite with kickstarter templates for maintenance and service of your high-value assets, resulting in a significantly shorter time to value. You'll be able to mold these templates to perfectly fit your operational uniqueness. You might ask Mendix FSM to define and perform your customizations, or you might choose to work with your own Mendix developers.

FSM Suite of Kickstarter Templates

Mendix FSM is a suite of templates. Powered by Mendix, our FSM suite digitizes key processes and creates integrated systems environments that boost operational efficiencies, cut downtime and improve decision making and execution.



Asset Management

The asset management template is the foundation of our FSM suite. You can register your assets and manage them accordingly. You can note the tools and spare parts that are relevant to the asset, helping technicians prepare for and execute jobs effectively. If you don't have a system for asset management, this is a must-have in your journey of digitizing your field service management process.



Field Service Scheduling

When work orders are created they need to be assigned to and scheduled with the right service technician. This can be done based on skills, availability, location and commute time or other criteria. This template can automatically schedule your resources according to a trained algorithm or simply offer job suggestions, which your planners can manually overwrite if needed.



Predictive Maintenance

Data collected from across the FSM suite is made available for analysis, such as for data driven maintenance. This template can automatically generate work processes, drawing on data from any IoT systems you employ. It can alert service managers to predicted outages and if you require, automatically create a work order which can be routed right on time to the most suitable technician.



Remote Monitoring

With this template you can track asset health in real time. You can manage asset performance and create work order service jobs like maintenance, repairs and other operations. With remote monitoring you can also analyze the data of your assets in order to enhance your maintenance process and move towards a data driven maintenance strategy.



Work Order Execution

This template allows the selected technician to accept work order(s), then automatically receive all the information needed to successfully execute the job. Digital work instructions are provided, bills of material, details of relevant spare parts and tools, compliance, health and safety and more. The template also guides the technician with a suggested workflow to execute the job. Automated invoice generation is offered too.



Service Portal

With this template you offer internal and external customers 24x7 self-service access to your services. They can also monitor progress in real time. Customers can easily and quickly place work orders, re-schedule or cancel appointments, note any technician preferences or view asset service histories. Enable your customers to a wealth of information on the assets and equipment you manage for them.

The Mendix FSM suite - Let's make it better, together

We're collaborating closely with our customers to ensure we build the perfect kickstarter templates. Perfect for us, perfect for our customers, perfect for you.

Would you like more information about our FSM suite? We'd welcome your thoughts and questions. We'd be delighted to show you our FSM templates in action.

Please contact

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