Digital Field Service Management

Real-time coordination increases your productivity and cuts your costs

The efficiency of companies relies on numerous parameters that have an impact on the field staff. Maintenance and repair requirements, access to customer and order data, utilisation of plants and machinery, availability of services, and geo-tracking. Digitally supported control of processes and costs is essential today. With event-driven real-time applications, you can fully exploit the potential of digitisation.

Automated processes
Manage your field staff largely automatically and incorporate human decision support if the need arises.
Relieve your employees from unnecessary workload through efficient man-machine collaboration.

Optimal resource planning
Align customer demands with field staff expertise via geo-tracking and respond dynamically to changes in real-time.
Use geo-tracking data for more efficient scheduling of your employees.

Satisfied customers
Improve customer satisfaction by keeping them up-to-date in real time through multi-channel communication.
They will greatly appreciate knowing the timing and status of repairs at all times.

High availability
IoT devices on plants and machinery report problems immediately when they occur. The necessary processes are automatically initiated and assigned to employees.
Mitigate the risk of machine failure and decrease downtime.

Best Practice in service
Let your field service profit from best solution strategies and team experience. Choose from a wide array of communication channels to deliver any information.
Ensure optimal work results and reduce your costs.

Comprehensive data integration
With our high-performance IT platform, you can seamlessly integrate your systems and data and include all relevant parameters in the operational control of your field service.
Targeted actions are now based on decisions made upon consolidated data delivered right to staffs mobile devices.

That's digitalisation 2.0

One platform, endless possibilities

The high-performance software platform VANTIQ offers an innovative approach for the development of event-driven real-time applications. Its strengths: High availability, human-machine collaboration, a high level of abstraction („low-code"), security and scalability.
This is the way to take digital transformation to the next level!

1

Practical and efficient
VANTIQ applications are developed based on the events that are decisive for your business-critical processes. The software maps your business - not the other way around.

2

Intuitive usability
With VANTIQ intuitive applications with modern interaction possibilities can be developed. And thanks to its low-code approach, development cycles are nice and short.

3

Distributed Architecture
VANTIQ has a secure, stable backend in the cloud, and of course it supports mobile and edge devices. That way you have access to your data and processes. Anytime. Anywhere.

4

Vantiq connects
Your current IT systems are intelligently linked, not replaced.
VANTIQ can integrate all systems and data that are relevant to you. Of course, this also applies to future data sources.

5

Quickly operational
Thanks to sophisticated cloud technology, you can quickly create tailor-made IT applications that help exactly where you need it most.

6

Secure and flexible
The platform is highly stable and scalable: if your data volume increases, the application adapts automatically. Of course, hosting in your private cloud or „on the edge" is also possible.

Which use case has been giving you sleepless nights?
We would be happy to advise you on how you can digitalise your processes with VANTIQ. Get in touch.

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