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.

Being part of Siemens, 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 software solutions business. 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 FSM. 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 will develop complete and fully functioning applications, but in the form of what we call 'adaptive SaaS'. You'll be able to mold these applications to perfectly fit your operational uniqueness. You might ask Mendix FSM to define and perform these adaptations, or you might choose to work with your own Mendix developers.

Our FSM Suite of Applications

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

Strategic partners

MITSUBISHI ELECTRIC
MITSUBISHI ELEVATOR EUROPE

Avebe

Asset Management

The asset management app 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.

Remote Monitoring

With this app 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 the remote monitoring app you can also analyze the data of your assets in order to enhance your maintenance process and move towards a data driven maintenance strategy.

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 application can automatically schedule your resources according to a trained algorithm or simply offer job suggestions, which your planners can manually overwrite if needed.

Work Order Execution

This app 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 app also guides the technician with a suggested workflow to execute the job. Automated invoice generation is offered too.

Predictive Maintenance

Data collected from across the FSM suite of applications is made available for analysis, such as for data driven maintenance. The app 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.

More apps to come

In addition to the above mentioned applications we are planning to develop additional field-service applications in the FSM suite. These will be based on customer feedback and market trends. If you are interested in one of the above apps or have an idea for an app which should definitely be in our offering, do contact us!

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

We're collaborating closely with our customers to ensure we build the perfect solution. 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 FSM suite in action.

Please contact

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