CYIENT | Nothing Less



Field service management (FSM) solutions

Field-ready | Future-proof | Fully connected

The challenge

Field operations are the frontline of utility performance—but they're being held back by outdated systems and disconnected processes. Across planning, scheduling, and execution, today's utilities face mounting challenges:

Forecasting and planning

- **Limited advanced visibility for** unplanned and corrective works
- **Siloed forecasting and planning operations**

Scheduling and dispatch

- Low resource **utilization**
- **Inefficient** matching of jobs to field resources

Work execution

- **Paper forms for work assignment and completion**
- **Labor-intensive** work order detail capture

Regulatory compliance

- **Reduced compliance** to regulatory requirements
- **Increased backlog** for asset inspection and vegetation clearance

OH&S

- **Limited visibility** of field resource activities and status
- **Poor compliance** to oh&s processes

Utilities need a smarter way to manage field operations—one that boosts performance, reduces cost, and elevates safety.

What we do

Our promise: operational overhaul, not just tech swaps

Cyient's field service management solution helps utilities rethink, rebuild, and future-proof their operations. Our approach integrates forecasting, rostering, scheduling, and real-time execution into a single, closed-loop system designed for performance and scale. Here's what we do for you:

Strategic consulting

- Market scan / EOI and RFP management
- Diagnostic and business case development
- Business requirements & solution blueprint
- Vendor evaluation and selection
- Field service transformation blueprint
- Baselining and optimization tuning

Implementation consulting

- Solution architecture and design
- Project and change management
- Testing strategy and advisory
- Process workflow and UX design
- Integration architecture design
- Data analysis and ETL transformation services
- Training plan and transition support
- Deployment and go-live advisory

Technical implementation

- Servicenow FSM implementation
- Salesforce FSM implementation
- IFS FSM
- Microsoft dynamics FSM

Managed services

- Solution support and maintenance
- Managed services support (L1/2/3 with 24x7x365)
- Establish centre of excellence

Built with real utility operations in mind, Cyient's FSM solution eliminates silos, boosts adoption, & drives measurable results.

Impact delivered

Cyient has led FSM transformations for top utilities across Australia, delivering measurable impact:

An australian electricity distribution company

Replaced legacy systems with salesforce field service

- Automated workflows
- Faster response to incidents
- OH&S compliance improvements

One of the largest distributor of electricity in australia

Deployed integrated mobility and scheduling

- Real-time visibility of crews and tasks
- Efficient training and phased rollout

A key player in australia's energy industry

Redesigned enterprise-wide scheduling and execution

- Streamlined back-office ops
- Lower operating costs

Why us

10+ years of FSM expertise, 20+ Tier-1 projects, deep utility know-how, and trusted platform partnerships, Cyient helps you modernize, scale, and lead. Cyient has extended, multi year co-partnerships with clients and FSM product vendors to deliver best of class solutions.

Stakeholders	What they get
C-suite	KPI dashboards, cost control, and CX lift
Ops leaders	Crew optimization, SLA improvement
Schedulers	Real-time orchestration, less firefighting
Field techs	Easy scheduling, mobile-first tools
Asset managers	Preventive maintenance, better uptime
Dispatchers & forecasters	Predictive visibility, balanced capacity, improved prioritization

Let's talk ROI, not just requirements, contact:

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Cyient is a global lifecycle engineering services company powering mission-critical industries from design to aftermarket across products, plants, and networks. With 300+ customers and 15,000+ associates across 30+ countries, we combine human expertise, deep domain knowledge, and AI to deliver intelligent engineering for every lifecycle across Aerospace and Rail, Automotive and Mobility, Connectivity, Energy, Healthcare, Mining, Utilities, and beyond.

To learn how we deliver exemplary outcomes, nothing less, visit www.cyient.com.

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