

CYIENT

CYIENT'S SOLUTION HEALTH CHECK: FIX WHAT'S NOT WORKING IN 6 WEEKS

Get the Clarity Your Workforce Deserves

THE CHALLENGE

Field service organizations operate in a fast-moving, high-pressure environment. Even the most well-planned workforce management solutions can start to break down as conditions shift. What, once worked smoothly, becomes a source of friction—and the ripple effects can be hard to ignore.

Common Challenges Include

Regulatory changes that outpace system updates

Evolving customer expectations that demand more from existing platforms

Frequent tweaks and patches that gradually destabilize the solution

System slowdowns and data issues that frustrate users

Manual workarounds that introduce errors and waste time

Over time, these issues chip away at user trust. The platform becomes harder to use and harder to manage, and ultimately, people stop using it altogether. What was meant to be an asset becomes a liability.

THE CYIENT SOLUTION

Cyient's Solution Health Check is a focused, expert-led engagement designed to get your workforce management platform back on track in 6 weeks—without disrupting day-to-day operations. We combine deep domain expertise with practical, on-site analysis to surface what's working, what's not, and what needs to be fixed first.

Conducted by Experts, Grounded in Reality

The Health Check is performed by an **experienced Cyient** consultant, who brings hands-on knowledge of complex implementations. As part of the engagement, we spend **2 to 4 days on-site** to:

- Observe real-time operations
- Engage directly with system users and stakeholders
- Understand the unique nuances of your implementation

What We Review

Our assessment covers both **functional and non-functional** dimensions to give a holistic picture of your system's health:

- **Field-level issues:** Problems affecting mobility and field team productivity
- **Back-office inefficiencies:** Gaps in scheduling, dispatch, and optimization processes
- **System performance:** Slowdowns, crashes, and general responsiveness
- **Process and usage efficiency:** Redundant workflows or underused features
- **Architecture alignment:** How current design stacks up against best practices

Clear Documentation, Actionable Insights

We don't leave you with a data dump. Instead, we:

- **Collaborate closely with key users** to validate findings
- **Prioritize issues** based on business impact
- **Document everything clearly and concisely**, cutting through technical noise

This ensures that when it's time to engage your vendor or internal teams, there's no confusion—just a well-defined path to resolution.

THE RESULTS

The Solution Health Check delivers tangible outcomes that go beyond diagnosis—providing clarity, alignment, and a clear path to resolution.

1

Clear, Actionable Reporting

A post-health check report outlines:

- Key system issues
- Prioritized recommendations
- Best practices to optimize usage

2

Collaborative Review and Alignment

Findings are presented in a stakeholder review meeting to:

- Discuss and validate issues
- Align on priorities and next steps

3

Optional Implementation Support

If requested, Cyient will:

- Lead execution of the recommendations
- Coordinate with your solution vendor for efficient resolution

4

Faster, Smarter Vendor Engagement

Structured documentation enables:

- Quicker issue resolution
- Reduced support effort and cost
- Escalation of only relevant issues—no noise

5

Improved System Usage

Cyient consultants will:

- Identify inefficiencies in system use
- Recommend best practices
- Help ensure the platform delivers maximum value

INDUSTRY IMPACT

From field services to complex enterprise environments, organizations trust Cyient's Solution Health Check to bring clarity, fix what's not working, and help their teams get more out of the systems they rely on every day.

Let Cyient's experts help you cut through the noise, uncover what matters, and turn your system into something your team actually wants to use.

Start with a Solution Health Check. Contact:

Jonathan Vlahos

Practice Director –
Intelligent Asset Management
& Field Service Management Consulting, Cyient



+61 400 574 486



jonathan.vlahos@cyient.com



[linkedin.com/in/jonathanvlahos](https://www.linkedin.com/in/jonathanvlahos)

[Book time with Jonathan Vlahos](#)

Cyient (Estd: 1991, NSE: CYIENT) delivers intelligent engineering solutions across products, plants, and networks for over 300 global customers, including 30% of the top 100 global innovators. As a company, Cyient is committed to designing a culturally inclusive, socially responsible, and environmentally sustainable tomorrow together with our stakeholders.

North America Headquarters
USA | T: +1 860 528 5430

Europe, Middle East, and Africa Headquarters
UK | T: +44 118 3043720

Asia Pacific Headquarters
Australia | T: +61 4 7026 3817

Global Headquarters
Hyderabad | T: +91 40 6764 1000

cyient.com



facebook.com/cyient



[@cyientnews](https://twitter.com/cyientnews)



[linkedin.com/company/cyient](https://www.linkedin.com/company/cyient)

© Cyient 2025. All rights reserved.