


CYIENT



**CLICKSOFTWARE FIELD SERVICE
MANAGEMENT SOLUTION WILL
SOON REACH END OF LIFE**

Are you Prepared for the Migration?

Introduction

The clock is ticking for organizations using ClickSoftware's (Click) Field Service Management (FSM) solution. Click FSM solution reaches End of Life (EoL) by December 2023.

Click EoL is not the only thing that is making organizations consider the change; other business drivers are pushing organizations to look for a transformation strategy for their FSM solution.

Key Business Drivers



The rapid adoption of cloud - Organizations are looking for SaaS-based FSM solutions to bring agility and speed to their operations



Need for a reduced total cost of ownership (TOC)



Need for technology upgrades to improve the efficiency of the systems



Need for Improved workforce productivity

Risks of Legacy Platform



Security and reliability issues



The increased cost of ownership



Technical debt



Lack of transformational features

Migration Methodology

FSM migration is not simple to execute. There are several challenges in the process. But having the right migration methodology can help the organization upgrade its FSM solution seamlessly.

Cyient has extensive experience in implementing complex migration programs. Based on our domain experience in field service management and legacy products, we have designed an approach to accelerate and achieve a smooth migration experience.

Focus Areas



Business Change Management to keep business running smooth



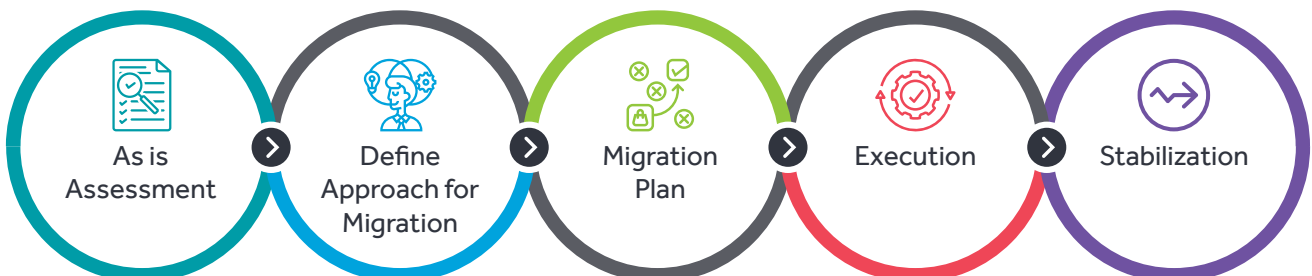
Effective Risk Management to keep risk at minimal



Migration Accelerators to optimize cost and improve speed



Automation



Why Cyient

Professional Services



Cyient is a global engineering and technology solutions company. We engage with customers across their value chain, helping design, build, operate, and maintain the products and services that make them leaders and respected brands in their industries and markets.



Customers draw on Cyient's expertise in engineering, manufacturing, and digital technology to deliver and support their next-generation solutions that meet the highest safety, reliability, and performance standards.

Deep Industry Expertise



Cyient delivers services and solutions to a diversified base of over 300 customers, including 29 Fortune 500 companies, across multiple industries—aerospace and defense, automotive, communications, energy, geospatial, industrial and heavy equipment, medical technology and healthcare, mining, oil and gas, power generation, rail transportation, semiconductor, and utilities.

Migration Accelerators



Data Migration Accelerators help customers easily migrate the data into Salesforce Field Service Lightning (FSL) from different source systems. Our engineering team has developed ready-to-use templates to migrate data from ClickSoftware to Salesforce FSM. This significantly reduces the data migration effort during project execution.



Our approach to data migration comes from our vast expertise in implementing multiple FSM products across the globe; it begins from the conceptual level of functional mapping, entity mapping, and field-level mapping and moves to the system level and beyond to execution.

Proven Migration Experience



Strong knowledge and proven hands-on experience of ClickSoftware and Salesforce platforms.



Proven Clicksoftware to Salesforce FSL experience



Strong Salesforce partnership and Salesforce-certified professional team to deliver a seamless migration experience

About Cyient

Cyient (Estd: 1991, NSE: CYIENT) is a leading consulting-led, industry-centric, global Technology Solutions company. We enable our customers to apply technology imaginatively across their value chain to solve problems that matter. We are committed to designing tomorrow together with our stakeholders and being a culturally inclusive, socially responsible, and environmentally sustainable organization.

We partner with customers to operate as part of their extended team in ways that best suit their organization's culture and requirements. Our industry focus includes aerospace and defense, healthcare, telecommunications, rail transportation, semiconductor, geospatial, industrial, and energy. We are committed to designing tomorrow together with our stakeholders and being a culturally inclusive, socially responsible, and environmentally sustainable organization.

For more information, please visit www.cyient.com



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