

Manufacturing Industry

EXONE

A CASE STUDY BY JOLT CONSULTING GROUP



EXONE | GLOBAL FIELD SERVICE LIGHTNING IMPLEMENTATION & SERVICEMAX MIGRATION



A global manufacturing technology company, providing 3D printing machines, 3D printed products and related services to industrial customers in pumps, automotive, aerospace, heavy equipment and energy. ExOne® systems are capable of directly printing functional parts in a range of metals and ceramics, as well as using an indirect process to print cores and molds for sand castings.

Business Challenges

- Limited ServiceMax use/adoption (implementation of SVMX was ~4 years old at the time of evaluation)
- Found current system to be too “clunky” and complex, not intuitive to use
- SFM load time
- Mobile UI was confusing, techs could not self-schedule appointments

Our Solution

- Provide ExOne with a single end-to-end solution based upon the Salesforce Field Service Lightning functionality
 - Supporting case management, work order management, scheduling and dispatch, contract management and mobility functions
- Impart Jolt Consulting Group’s domain expertise and best-practices to enhance day-to-day operations
- Utilize a proprietary in-house tool, LightningJolt, that facilitates and minimizes the effort related to data migration from ServiceMax to FSL

Our Results

- Increased user adoption due to outstanding mobile reviews; technicians now have a tool “they can use”
- Added capabilities (i.e. service contracts and PM work order generation)
- Positive implementation experience created loyal Salesforce advocates → ExOne purchased Community immediately following the FSL implementation and are currently considering other apps (Pardot & CPQ)