MedVantage® Field Service Management offers a cost-efficient, easy-to-use, and highly flexible solution for your customers.

Enable your field service engineers, depot service engineers, dispatchers and managers with a 360-degree view of your customers, full context into incidents, work orders, warranties and provide real time access to required information for resolving issues sooner than before. With its ability to integrate seamlessly with your existing ERP system, MedVantage® helps you maintain a standard of rapid response and agility, critical to meeting and exceeding customer expectations.

Overview
Cognizant’s MedVantage is the only integrated field service and complaint handling business cloud solution that drives enhanced customer reach, improves customer satisfaction and ensures regulatory compliance specifically for the medical devices industry. MedVantage is built on Force.com®, the world class cloud platform provided by Salesforce.com® for creating and deploying multi-tenant, cloud based industry applications for social enterprises.

Key Features
Whether your field service processes are well established or are still being developed, rely on MedVantage to bring people, processes, and technology together. The product comes pre-validated as per 21 CFR Part 11 regulatory requirements for software development with standard IQ and OQ templates including Audit trails across all fields.

Smart Allocation of Technicians
The intuitive field service dispatch console allows managers to view work orders and track field engineers’ real time location, schedule and technical skills. This enables assigning the right work order to the right field engineer/technician ensuring a high first-time closure rate.

Powerful Inventory Management
Houses an in-built inventory management module that captures trunk stock, inventory transactions, installations and uninstallations along with managing returns and cycle counts.

Preventive Maintenance
With prompt alerts based on a timeline schedule that can be setup for every installed base, track, monitor and perform planned maintenance activities that will result in greater customer satisfaction.

Field Service Mobile App
The offline mobile app lets field engineers check work orders assigned to them anywhere on-the-go. It helps reduce customer downtime with better alerts and on-site visits for field engineers.

Repair Analysis and Parts Used
A robust repair analysis suite that covers all aspects of product investigation right from assigning tools, generating field action plans, perform work order activities, use template-based test instructions and handle parts. There is a clearly defined workflow that ensures the Field Service Engineer/Technician has all the data and the tools to conduct efficient repair analysis.
Key Business Benefits

- Optimize customer experience and reduced operational cost by efficient field service business processes
- Enhanced productivity and efficiency of the mobile workforce
- Effective business and technology benefits of the SaaS platform
- Seamless integration with your existing ERP system
- Decreased response and resolution times
- Better coordination and access to key customer data among departments

MedVantage After Market Extended offerings

- Customer Management
- Installed Base Management
- Warranty and Service Contract Management
- Return and Repair Management
- Depot Repair and Loaners
- Product Investigation
- Trunk Stock Management
- Product/Reportable Complaints from Field Services
- Third Party/Vendor Repair

Closed-Loop Field Service Management Process Workflow

Customer reports a complaint → SERVICE DESK REPRESENTATIVE → DISPATCHER

- Creates an Incident, creates a Service Request, and updates customer data
- Creates a work order for product quality complaints and service requests
- If it is a product quality complaint and defective product/part belongs to a supplier, generates supplier CAPA and assigns product complaint and work order to that supplier

FIELD SERVICE ENGINEER

- Assigns work orders to different Field Service Engineers or Depot Service Engineers
- Approves work order details such as Work Order activities, Expenses, Quotes and Invoices

- Accepts Work Order and visits customer site to perform repair analysis activities
- Captures codes, tools and T&E
- Generates quotes/invoices and gets signoff from the customer
- Close Work Order and Service Request (if applicable)

Case Study

Cognizant implemented MedVantage's Turnkey Field Service Solutions at a leading multinational developer, manufacturer and marketer of innovative, life-enhancing medical technologies. An end-to-end service management console was set up with automated timely alerts at each stage. All service and return tasks associated with the processes can be performed ably with full audit trail recording and an exhaustive set of reports and dashboards created to distribute weekly and monthly trend reports.

For more information, please visit: https://www.cognizant.com/medvantage

About Cognizant

Cognizant (NASDAQ-100: CTSH) is one of the world’s leading professional services companies, transforming clients’ business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 230 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.