

CGI Bolt: Connected service with asset intelligence

CGI

Experience the commitment®

Connected assets are revolutionizing service expectations in manufacturing. Manufacturers who invest today in ready-built, mobile and Internet of Things (IoT)-capable service platforms can accelerate their time to market for next-level customer service experiences.

DIGITAL SOLUTIONS ARE TRANSFORMING MANUFACTURING

Optimizing and modernizing are top of mind for manufacturers. For manufacturing executives, optimizing operations remains the number one business priority and goes beyond reducing costs and improving productivity to include increasing agility and speed to market. When it comes to IT priorities, digitalizing processes to reduce operational costs, improve agility and enhance the customer experience remains of top concern in 2019.¹

Manufacturers who are digitally transforming their service operations to more intimately engage their customers can differentiate themselves. Drivers for digital transformation include:

- Increasing expectations for service experiences
- Real-time interactions that impact the bottom line and brand
- IoT technology that innovates service experiences

NEXT-LEVEL CUSTOMER ENGAGEMENT WITH CGI BOLT

With CGI's Bolt solution for connected service, manufacturers can:

- **Enhance customer experience:** Connect service employees with mission critical data and status updates from their customers to reduce system downtime and easily manage relationships.
- **Consolidate service management:** Display a consolidated view of warranty status and service calls. Customers and service technicians can interact live with any mobile device on open service tickets. Facility and maintenance managers can eliminate manual look-up of all open service tickets with live status feed.
- **Provide real-time service with IoT data:** Connecting service with live asset data provides a real-time, immersive and personalized service experience that builds intimate relationships across your customer base, creating a new level of satisfaction and loyalty.



CASE IN POINT

Without a closed-loop communication system in place, a large manufacturing company's customers were often in the dark about the status of their accounts and service requests. As a result, support teams were overburdened with service-related calls and there was a lack of continuity between field technicians, facility managers, and others involved in the equipment's operation and maintenance.

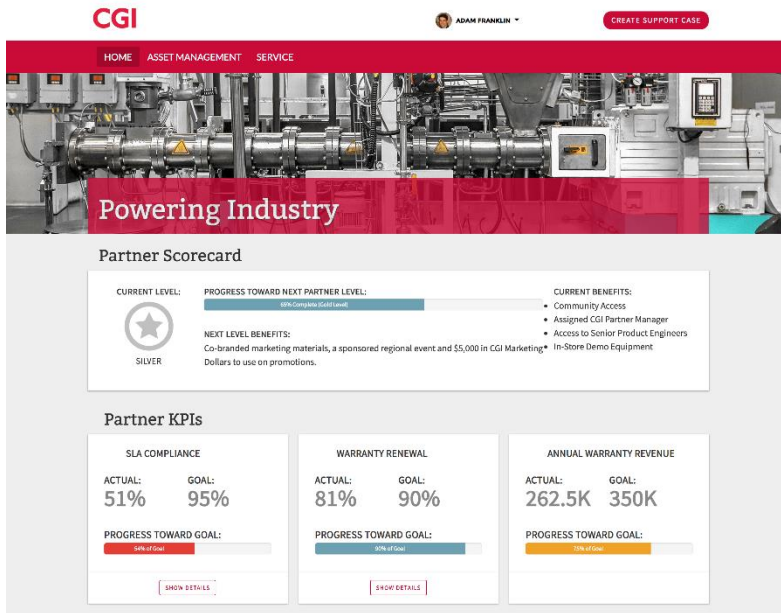
In just three months, the company planned and launched a new and engaging service community using CGI's in-house expertise and Connected Service Bolt solution for Salesforce, which was purpose-built for digitally connected manufacturers.

Improving the customer engagement experience resulted in a seamless connection between the company, customers, assets, and field service organization. Service-related inquiries were reduced and the company saw 300 logins a month, enabling smarter, faster, friction-free service using a framework that could easily adapt to customers' evolving needs.

¹ CGI Global Client Insights (2019)



- **Build on existing Salesforce investments:** Using the Lightning Bolt capabilities in Salesforce, we create a responsively designed service experience that provides your customers with real-time access to the status of their assets and streamlined collaboration with service teams. 150+ Lightning components are behind this solution to accelerate additional use cases.



Deliver intelligent customer service experiences with CGI Bolt.

DELIVER VALUE IN WEEKS, NOT MONTHS

With a component-based design, CGI Bolt's connected service with asset intelligence can quickly enhance the value of your Salesforce platform.

- **Innovate at speed:** Capitalize on innovative ideas as they hit by deploying new functionality quickly through drag-and-drop components
- **Easily brand:** Quickly roll out branding schemes to extend capabilities to new business units
- **Responsively design:** Provide consistent access to data and service information to field service personnel and clients on any device
- **Modern user interface:** Use standard web frameworks and technologies to build on top of Salesforce's platform and deploy modern customer experiences

A DIGITAL ORGANIZATION NEEDS THE RIGHT DIGITAL PARTNER

As an experienced Salesforce integration partner, CGI brings global expertise locally to clients in implementing and optimizing the platform. Clients benefit from our fresh perspectives on business challenges and user needs. The outcome is innovative solutions that meet business goals and scale for the future.

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including becoming customer-centric digital organizations. We deliver an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions that help accelerate clients' results. CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients accelerate results, transform their organizations and drive competitive advantage.

Our Salesforce credentials include:

- 500+ completed Salesforce projects for 300+ clients
- 9.4 Salesforce customer satisfaction rating
- 2018 Salesforce 'Best Bolt in Manufacturing' Award
- 2015 Salesforce Innovator Award and 2017 Manufacturing Solution of the Year nominee
- 500+ certified team members
- Manufacturing vertical headline sponsor at Dreamforce 18 by invitation



For more information about CGI, visit cgi.com, or email us at info@cgi.com.

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