FIELD SERVICE

Improve productivity for your employees in the field

Key benefits

- Mobilize your apps and scale your remote workforce
- Manage business-critical data from one platform
- Sync data seamlessly from the cloud to the edge
- Secure and manage edge data with ease

"In developing GE Predix, we knew providing strong mobile capabilities was important, given the remote locations where users need access to Predix, such as on wind farms, oil rigs or in power plants. But we soon learned that offline was critical. We chose Couchbase because it provides a solution that works all the time, regardless of location or network availability."

– Michael Hart
  Director of Predix
  Mobile Engineering at
  GE Digital

Providing an offline-first experience for field employees

Enabling employees in the field means arming them with responsive applications that work all the time, regardless of network availability. But that's a hard problem to solve if you have to pull data from multiple sources into one platform and then "edgify" that data, making it available to those employees both online and offline.

Improve productivity for your employees in the field

Built on the most powerful NoSQL technology, the Couchbase Data Platform provides a single platform that can manage data collected from different sources, push that data out to the edge, and make sure that data is always available, both online and offline.

Components of a field service solution

User profile

Couchbase provides the scalability, flexibility, and performance needed to power user profiles, which includes users' personal information, activity logs, smart scheduling, job status, preferences, and more.

Optimized field service data routing

Capture, route, and synchronize critical business data like service orders, job assignments, customer sales quotes, and more between your agents in the field and your applications in the cloud. Data is available offline, and updates are synced in real time.

Operational dashboarding

Use Couchbase to query, aggregate, and report on operational statistics across users, sessions, and jobs in real time for dashboards, alerts, trends, and incident management.

Endpoint/device management

With Couchbase, manage devices and applications that are running tens of thousands of endpoints and scale to support any number of endpoints/users. With data locally on the device, you can sync updates automatically in the background when the network is available, enabling a faster, more seamless user experience both online and offline.

Figure 1: Reference architecture for Field Service solution

UNITED

Provides critical flight information for airline personnel at the gate, on the runway, or in the plane

GE

Supports remote workers performing maintenance on industrial machines like wind turbines, power plants, and more

Doddle.

Powers customer package pickups with employee's mobile device, regardless of network availability or store location

centrica

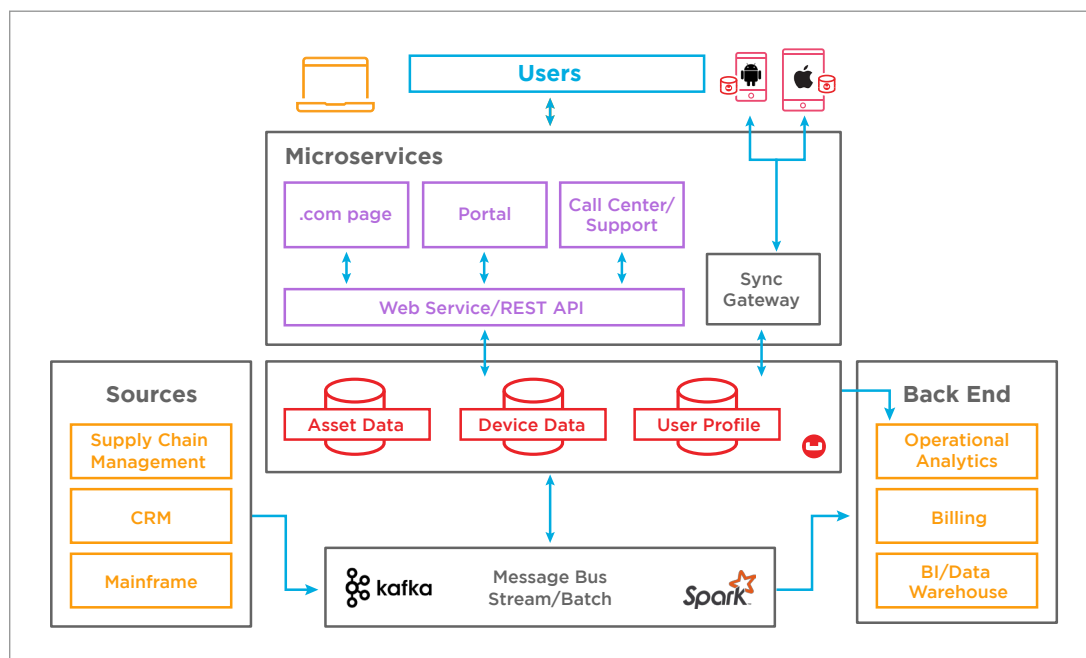Gives 50,000 global field workers access to real-time customer information via a mobile application

Couchbase powers field service solutions

Eliminate database sprawl

Manage your business-critical data with one single platform that spans field service applications and powers web and mobile applications. The Couchbase Data Platform captures and delivers business-critical data to your remote workforce so they can focus on getting their jobs done.

Seamlessly sync data from the cloud to the edge

The Couchbase Data Platform manages data from datacenter to device, taking care of the storage, synchronization, and security of your data so that you can deliver an always-on experience, even with spotty networks and dropped connections.

Secure and manage edge data with ease

Safeguard your company's data with built-in enterprise-grade security from cloud to edge. With Couchbase, you can manage access control and maintain security for data that's on the web, on device, or elsewhere outside the cloud.

Learn more

To learn more, contact your Couchbase sales representative today or visit:
couchbase.com/solutions/field-service | couchbase.com/downloads

couchbase.com

About Couchbase

Couchbase's mission is to be the data platform that revolutionizes digital innovation. To make this possible, Couchbase created the world's first Engagement Database to help deliver ever-richer and ever-more-personalized customer and employee experiences. Built with the most powerful NoSQL technology, the Couchbase Data Platform was architected on top of an open source foundation for the massively interactive enterprise. Our geo-distributed Engagement Database provides unmatched developer agility and manageability, as well as unparalleled performance at any scale, from any cloud to the edge.