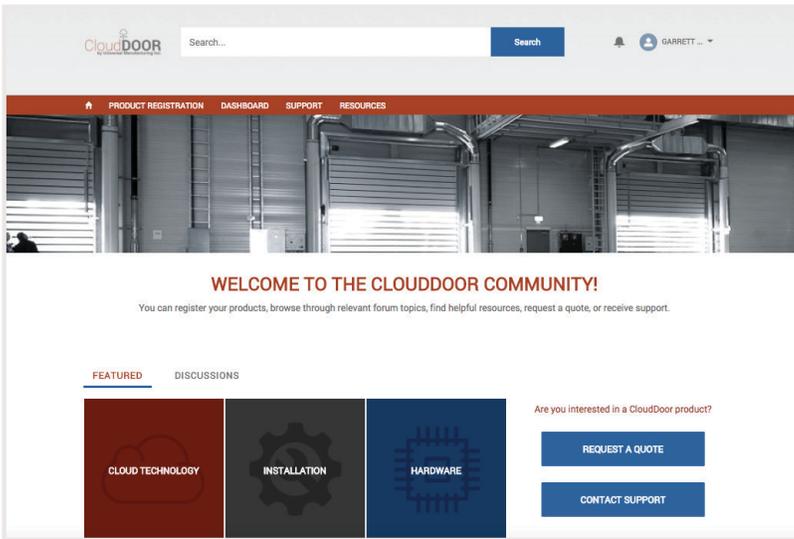




# CONNECTED MANUFACTURING

## Transform Data to Enable Proactive Service

Connected Manufacturing is one of the Salesforce solution accelerators that comes from Magnet360's Lightning Bolt Factory. Magnet360 is the only Salesforce partner to have a Lightning Bolt Factory. Our factory leverages our industry expertise, years of working with the world's largest brands, and deep platform knowledge to build and bundle Lightning Bolts, Lightning Apps, and Lightning Components into industry-specific solution accelerators.



### Connected Manufacturing

*Lightning Bolt Certified*

The solution accelerator is designed to transform data from connected products into engaging customer experiences, and drive business value. It includes Lightning Components such as Product Registration to drive 1:1 journeys, IoT Real Time Product Monitoring for revolutionary, personalized service support, and much more.

*Our solution accelerators shorten implementation time, saving customers an average of 20% on services.*

## Lightning Components

The real benefit of our Lightning Bolt Factory is that customers are able to pick and choose which solution components you would like to include in your solution to create a solution that works best for your company. Some of the the components in the solution include:

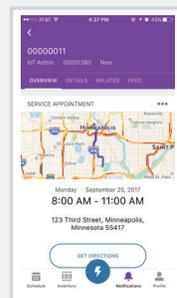
### Product Registration

Allows community members to register a purchased product using Model Number, Serial Number, and Date of Manufacture. This automatically creates a connection between an Asset with corresponding data, the Contact who purchased it, and the Product Registration record—providing more context data to help you better service customers.



### IoT Enabled Field Service

Allows service agents to leverage smart scheduling to provide automatic, real-time assignments based on field service representatives skills, availability, location and customers connected device data.



### Real Time Product Monitoring

Creates a virtual replica of your customers' connected product so service agents can easily monitor or control the product in real-time.



### Email and SMS Alerts

Connects to Marketing Cloud to enable SMS and email notifications when customers' connected products are in a warning state.

Asset	Asset	Alert
Asset 1	Asset 1	Asset 1
Asset 2	Asset 2	Asset 2
Asset 3	Asset 3	Asset 3
Asset 4	Asset 4	Asset 4
Asset 5	Asset 5	Asset 5
Asset 6	Asset 6	Asset 6
Asset 7	Asset 7	Asset 7
Asset 8	Asset 8	Asset 8

## The Complete Solution Accelerator

The true value of each component is seen when you bundle them all together by purchasing the complete Connected Manufacturing solution accelerator. The solution accelerator helps create new service-driven subscription-based revenue streams by combining Salesforce IoT's smart-device data, with customer data on the Salesforce platform to create business apps that enable proactive service for customers.

## Solution Accelerator Benefits

### Lower Costs and Increase Service Revenue

Ensure products are installed and maintained correctly. Offer customers the optimal service based on their product usage. Improve customer outcomes by cross- or up-selling your products and services.

### Speed to Value/Rapid Innovation

Using intuitive tools accessible to business teams, the solution can be developed and implemented quickly based on their knowledge of your products and capabilities.

### Speed to value

The solution can be implemented quickly, giving providers a jumpstart on the digital transformation needed to remain competitive in the new industry landscape.

### Leverage Your Investment

Leverage your connected products and CRM data (accounts, products, support cases, service contracts) to offer services that deliver the right customer experience at the right time.

### Service Excellence

Tie your company to world-class service by using Salesforce IoT, Service Cloud, and Field Service Lightning to proactively recognize customer issues, automatically create cases for them, and service them in the field, all before the customer is even aware of the issues.

## Solution Accelerator Elements



### Service Cloud

Service Cloud is the foundation of your digital engagement platform. It supercharges productivity and efficiency by equipping your service team with the tools they need to provide personalized support. Field Service Lightning allows you to easily manage your field service representatives on one platform.



### Salesforce IoT

Allows manufacturers to combine their device data with customer data that's already on the Salesforce platform, to quickly develop business applications and automation actions driven by IoT data-enriched customer profiles.



### Community Cloud

Community Cloud exposes the power of your Service Cloud and Salesforce IoT foundation and acts as the face of your brand. It enables customers to help themselves through self-service, view open cases, and register product information.



### Marketing Cloud

Marketing Cloud breathes life into communities by allowing you to meaningfully connect with your customers through multiple channels. It allows for campaign management and continued engagement enabling you to up-sell and cross-sell products.

## WHY MAGNET360

At Magnet360, we live and breathe Salesforce. As a cutting-edge partner since 2004, we tap into the transformational potential of Salesforce to change the way you do business. We dedicate ourselves to understanding your business first, applying exceptional know-how to create a solution that fits your specific needs and delivers tangible results. As The Mindtree Salesforce Practice, we have access to a wealth of technological resources to push the platform even further—ensuring you get the most out of your investment. Plus, our Rockin' culture attracts industry-leading top talent who are also fun to work with. It's time to Amplify Your Salesforce Possibilities.