WinWire: Vixxo Transforms Service Industry With Advanced Copilot

Current Situation

- Vixxo has trusted Ludia Consulting as their Field Service transformation partner for over 2 years.
- Vixxo has adopted an aggressive position to fully embrace and leverage Copilot/AI to transform the service industry.

Solution

- Ludia's solution is to leverage Copilot Studio, Azure, Open AI, LLM, service data, technical manuals as one integrated solution.
- Our goal is AI technologies to equip Vixxo's technicians with the necessary knowledge, thereby reducing training and dispatch times, resulting in shorter service times.
- Vixxo's AI-powered Technician Virtual Assistant, pivotal to Vixxo's strategic growth, is designed to revolutionize how equipment technicians access and utilize technical information. This initiative will position Vixxo as a frontrunner in technology-driven facility and equipment management services by harnessing AI and advanced data analytics.
- The complex endeavor will be structured into three progressive phases, each adding demonstratable value and capabilities to the Technician Virtual Assistant (TVA) and aligning with Vixxo's vision.

Customer Needs

- Vixxo needed an AI solution that would summarize work order information, asset manuals, and asset telemetry to enable technician efficiency.
- With Innovation as pillar at Vixxo, they are preparing for the technician of tomorrow and anticipating challenges.
- Needed an invaluable product for their customers to help them troubleshoot their own assets, reducing equipment downtime.

How We Won

- Our trusting relationship with Microsoft's engineering teams and Microsoft Fast Track methodologies enabled us to provide this innovative solution to Vixxo.
- Ludia's specialization in physical operations allows for a unique and personalized approach to Vixxo's opportunities.
- Our knowledgeable team and years of experience allowed us to make insightful decisions that would benefit Vixxo's growth long term.

[See the Microsoft Case Study Here]

Industry: *Facilities Management & Commercial Cleaning, Business Services*

Location: *Scottsdale, Arizona*

Service Technicians: *150,000*

Products and Services: *Trade Services, Project Services, Comprehensive Facilities Management, Food Service Equipment*

Date Closed: *February 20th, 2024*

Solution:
- *Copilot Studio*
- *Azure Cognitive Services*
- *Azure Data Lake, Copilot / Virtual Agent*
- *Field Service Mobile*
- *Azure Synapse*
- *Power BI*
- *Azure OpenAI*

Solution Plays:
- *Copilot Maturity Model*
- *Copilot Business Consulting*
- *Dynamics 365 Value Realization Assessment*

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