

Unlock the future of service transformation

October 2025





Empowering service teams through intelligent, connected experiences

In today's fast-paced environment, service teams must deliver smarter, faster, and more personalised support across all touchpoints. While sectors like transportation and retail have embraced automation, many service organisations still rely on fragmented systems and manual processes.

At Grant Thornton Bharat, we view service transformation as a strategic shift, not a one-time fix. Using Salesforce Service Cloud and Field Service Lightning (FSL), we help organisations streamline operations, enhance customer engagement, and drive sustainable outcomes by combining domain expertise with advanced Customer Relationship Management (CRM), automation, and Artificial Intelligence (AI).

Key challenges:

Many organisations face persistent challenges in service delivery due to:



Disconnected customer interactions and siloed data



Governance risks and lack of auditability



Inadequate visibility into field operations and service metrics



Low adoption of digital tools across service teams

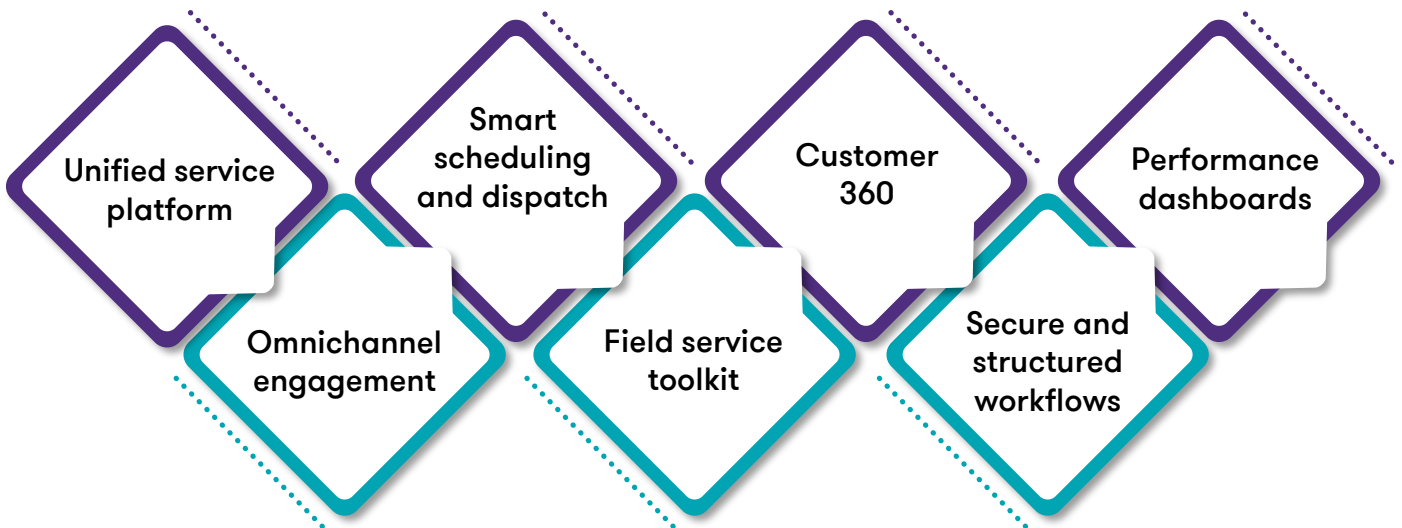


Manual processes leading to inefficiencies and errors

Key capabilities and features

A comprehensive service ecosystem powered by Salesforce

We design and implement integrated platforms using Salesforce Service Cloud and FSL to build agile, responsive, and scalable service ecosystems. Our solution includes:



#GoBeyond: AI-powered service intelligence

Our solutions go beyond automation to deliver intelligent service transformation:

Smart case routing

AI-driven assignment based on priority, skill, and availability

Predictive analytics

Forecasting service demand and resource allocation

Real-time alerts

Proactive notifications for escalations and approvals

Customer 360°

Unified profiles for personalised engagement

Performance dashboards

Actionable insights for continuous improvement

Value delivered



Operational efficiency

Faster resolution and lower service costs

- Unified platform with smart scheduling, dispatch, and AI-driven case routing to speed up service and reduce manual effort
- Field service toolkit and real-time dashboards streamline workflows and support faster, data-driven decisions



Customer satisfaction

Consistent, responsive, and personalised service

- Omnichannel engagement enables seamless communication across all customer touchpoints
- Customer 360 provides a complete view for proactive, personalised support



Integrity, governance and security

Role-based access, audit trails, and data protection

- Role-based access safeguards sensitive data and enforces strict access control
- Audit trails support transparency, accountability, and compliance
- Positioned as integrity, governance, or authenticity to align with your organisational values



Scalability

Configurable components for evolving business needs

- Predictive analytics supports future planning and resource scaling
- Modular field service toolkit is easily extendable for new service types or geographies



Why choose Grant Thornton Bharat?



End-to-end integration

Unified platforms that eliminate silos and streamline service delivery



AI-driven intelligence

Predictive analytics, smart routing, and real-time alerts for proactive service



Built-in governance and scalable solution

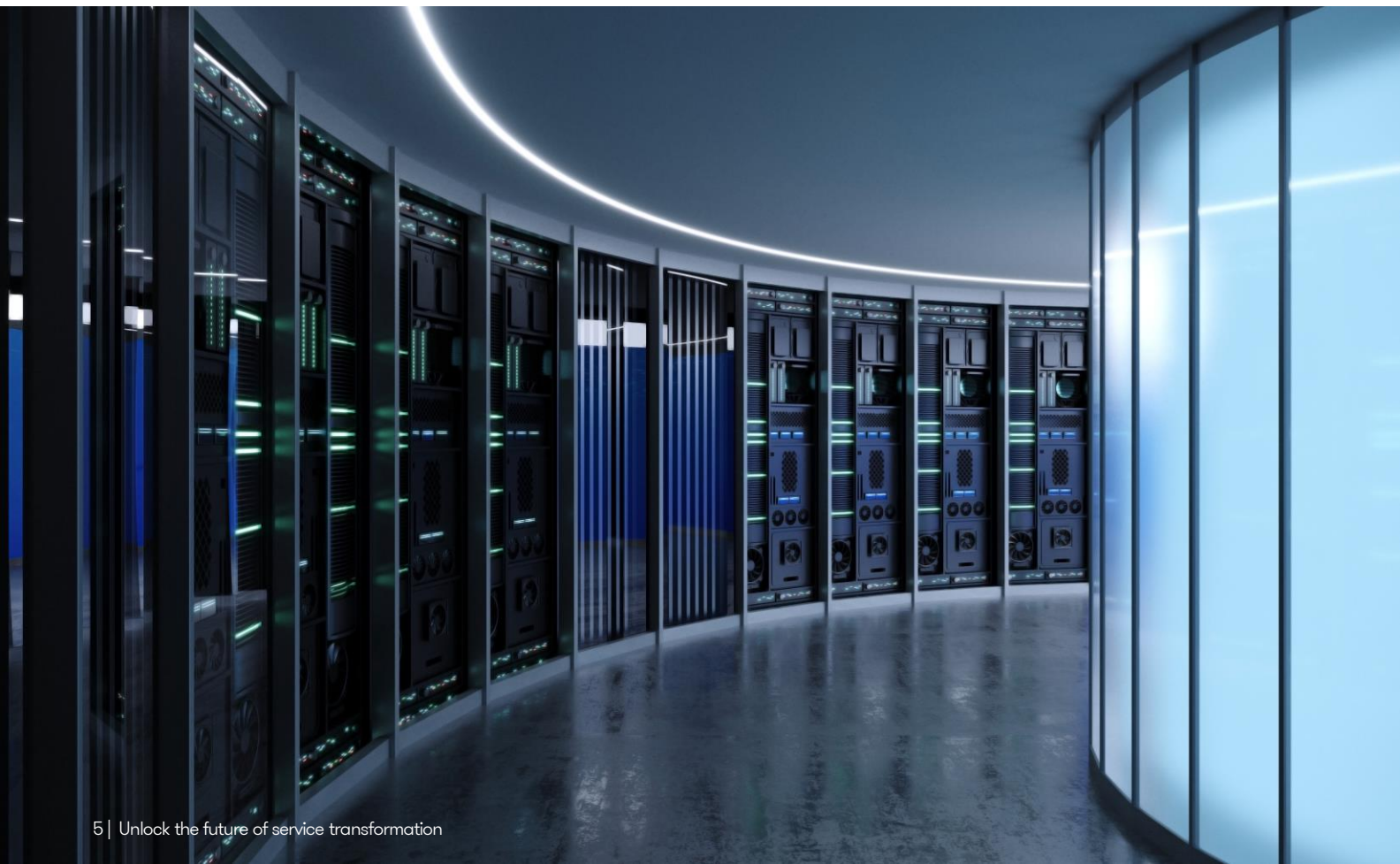
Configurable solutions that grow with your business



Outcome-focused

We co-create with your teams to deliver measurable impact — not just features or improvements

Please note: This flyer represents our point of view; the final application will be developed in accordance with the customer's specific requirements.





We are Shaping Vibrant Bharat

A member of Grant Thornton International Ltd., Grant Thornton Bharat is at the forefront of helping reshape the values in the profession. We are helping shape various industry ecosystems through our work across Assurance, Tax, Risk, Transactions, Technology and Consulting, and are going beyond to shape a more **#VibrantBharat**.

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GTBharat@in.gt.com

For more information, contact our experts



Amitesh Srivastava

Partner

Customer experience

E: amitesh.srivastava@in.gt.com

P: +91 971161130



Vaibhav Ghadge

Director

Customer experience and
Salesforce consulting services

E: vaibhav.ghadge@in.gt.com

P: +91 9326000915



Bagish Sinha

Director

Customer experience and
Salesforce consulting services

E: bagish.sinha@in.gt.com

P: +91 9130091596

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