

Customer Success Story



ASCENDUM

Extensive offline support for FSL on all 3 platforms (iOS, Android and Win 10*)

Ascendum is modernizing their field service system with FSL and Pulsar. They also have a strict requirement for extensive offline data capabilities in the mobile app since their users need to access device data when they are completely offline since the reps are often in remote areas. They also needed a mobile solution that works on all three platforms including Windows 10. Pulsar was recommended by the Salesforce product and sales teams for its robust capabilities.

Complex use case with complex custom mobile UI

Ascendum's workflow required various UI customizations including writing their own service report using their company standard template as opposed to using out of the box template. The implementation partner Cognizant was able to successfully deliver these using Pulsar's HTML/JS integration capabilities.

Company Description

Ascendum is a multinational with family roots based in Portugal. Founded in 1959, it is present in 14 geographies and has around 1,482 employees around the world. Ascendum operates in the supply of Construction and Industrial Equipment, Infrastructure Equipment, Cars and Trucks, as well as the respective technical assistance, as well as its offer with the rental of equipment and logistics.



Industry

Construction/Industrial



Size

~1500



Customer Since

2020