

Press contact Capgemini:

Alexandra Constantin

Tel.: + 40 (0)754.095.973

E-mail: ileana-alexandra.constantin@capgemini.com

Press contact IPSO Agriculture:

Alice Klein

Tel.: +40 (0)743 211 807

E-mail: comunicare@ipso.ro

Capgemini delivers a customized solution for IPSO Agriculture to assist Romanian farmers in vital equipment availability

Capgemini has successfully designed and implemented a Field Service Management¹ solution for IPSO Agriculture to facilitate the maintenance of farming equipment and reduce downtime

Bucharest, March 27, 2023 - [Capgemini](#), and [IPSO Agriculture](#), a leader in agricultural machinery in Romania, announced today the successful implementation of a Field Service Management (FSM) solution to support technical assistance to Romanian farmers. The versatile and scalable solution enables IPSO Agriculture to adapt its services to its customers' needs and optimize and improve technical assistance services without interrupting day-to-day activities.

IPSO Agriculture needed a solution to streamline its customer services while helping to improve the productivity of technicians in the field. Over time, IPSO Agriculture has continuously adopted high-performance systems and used technology to provide real-time solutions for farmers' problems with equipment, increasing performance, reducing costs, and avoiding defects.

Last year's moderate to severe draught, coupled with the cereal price index evolution and broader macro trends, induced greater pressure on the need for farms' machinery uptime and cash flow. The implementation of the new Field Service Management solution by Capgemini, in only 30 weeks, has optimized processes, increased the response speed, and thus reduced the duration of agricultural equipment unavailability on the farm: farmers can now take control of all the moving parts by automating tasks, and get real-time updates and remote access to technical assistance services at convenient times for them. This contributes to minimizing outages, facilitating the maintenance of extensive equipment, and reducing equipment downtime.

Laurentiu Vasile, CIO IPSO Agriculture, said: *"This project brings us closer to realizing our strategy for developing intelligent agriculture in Romania, where we offer Romanian farmers solutions that increase productivity through quality services. We want to strengthen our partnership with farms in different parts of the country by bringing solutions like Field Service Management to the market. The voice of farmers will confirm that we are on the right track."*

Laurentiu Mandu, Managing Director of Capgemini in Romania, commented: *"We are very pleased to mark the successful completion of this complex project, which involved our team of experts implementing a state-of-the-art platform and integrating it with IPSO Agriculture's existing systems to optimize processes, provide a superior customer experience, and increase operational efficiency."*

IPSO Agriculture now offers the Field Service Management solution to its entire farmers base across Romania, with demand for high quality maintenance and repair services being paramount for increased uptime in 2023.

¹ Field Service Management (FSM): means of organising and optimising operations performed outside of the office, i.e., out in the field.

About IPSO Agriculture

With 25 years of experience in the field of agriculture and over 500 employees in 22 subsidiaries across Romania, IPSO Agriculture is number 1 on the Romanian agricultural machinery market. Romanian farmers concerned about performance consistently choose the agricultural machinery and the related services provided by IPSO Agriculture. IPSO Agriculture is part of the French Monnoyeur Group, which has an extensive network of subsidiaries in nine countries, most of them in Europe. A solid business partner, IPSO Agriculture offers integrated solutions to Romanian agricultural producers, acting as a “one stop shop” for farmers.

For more information: www.ipso.ro

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 360,000 team members more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

Get The Future You Want | www.capgemini.com