



AI Driven Knowledge Assistance for Field Service

From Documentation Overload to **Faster, Consistent** Issue Resolution

SUPPORTING UPTIME IN A HIGH COMPLEXITY SERVICE ENVIRONMENT

The client operates in the logistics and transportation services sector, providing transport refrigeration and trailer services where equipment uptime directly impacts customer operations. Field technicians work in high pressure environments where delays in diagnosis or repair can cascade into missed deliveries and service penalties.

As the business expanded into new markets, the complexity of equipment, documentation, and training increased significantly. Technicians needed fast access to accurate repair guidance in the field. Instead, they were forced to manually search through extensive third-party documentation, slowing resolution times, and increasing the risk of errors.



**The challenge was not lack of information.
It was a LACK OF ACCESSIBLE, TRUSTED KNOWLEDGE
AT THE MOMENT OF NEED.**

FROM MANUAL REFERENCE TO MEASURABLE IMPACT

Rather than separating **challenges** and **outcomes**, this engagement is best understood by examining what fundamentally changed in how technicians accessed and applied knowledge.



SERVICE AREA	BEFORE MYRIDIUS	AFTER MYRIDIUS
 Knowledge access	Manual search across thousands of pages	Conversational AI driven access
 Issue resolution speed	Delayed by manual lookup	50 percent faster resolution
 Technician onboarding	Slow and inconsistent	Accelerated with instant guidance
 SME dependency	High reliance for routine questions	Reduced SME interruptions
 Service consistency	Variable procedures	Standardized validated guidance
 Error risk	Higher due to manual interpretation	Lower with trusted repair steps

WHY MYRIDIUS? AI DESIGNED FOR FIELD REALITY

The client selected Myridius because they needed more than a document search tool. They needed a field-ready AI experience that technicians would use under real service conditions.



Deep experience designing AI solutions for operational environments



Strong emphasis on validated knowledge & accuracy



A focus on mobile first usability for field teams



Practical delivery that balanced speed with service quality



Rather than adding another system, Myridius embedded intelligence directly into the technician workflow.



POCKET ASSISTANCE FOR REAL TIME FIELD KNOWLEDGE

Myridius delivered a Generative AI powered Pocket Assistance solution designed to put trusted service knowledge into technicians' hands exactly when needed. Here's what was delivered -



INTERACTIVE NATURAL LANGUAGE QUERY

Technicians ask questions conversationally and receive instant, context-aware answers without searching manuals.



ENHANCED INFORMATION RETRIEVAL

The assistant automatically surfaces relevant diagrams, schematics, and source documents to support confidence and accuracy.



COMPREHENSIVE SERVICE GUIDANCE

End to end support across troubleshooting, repair procedures, and step by step resolution workflows ensures consistency in the field.



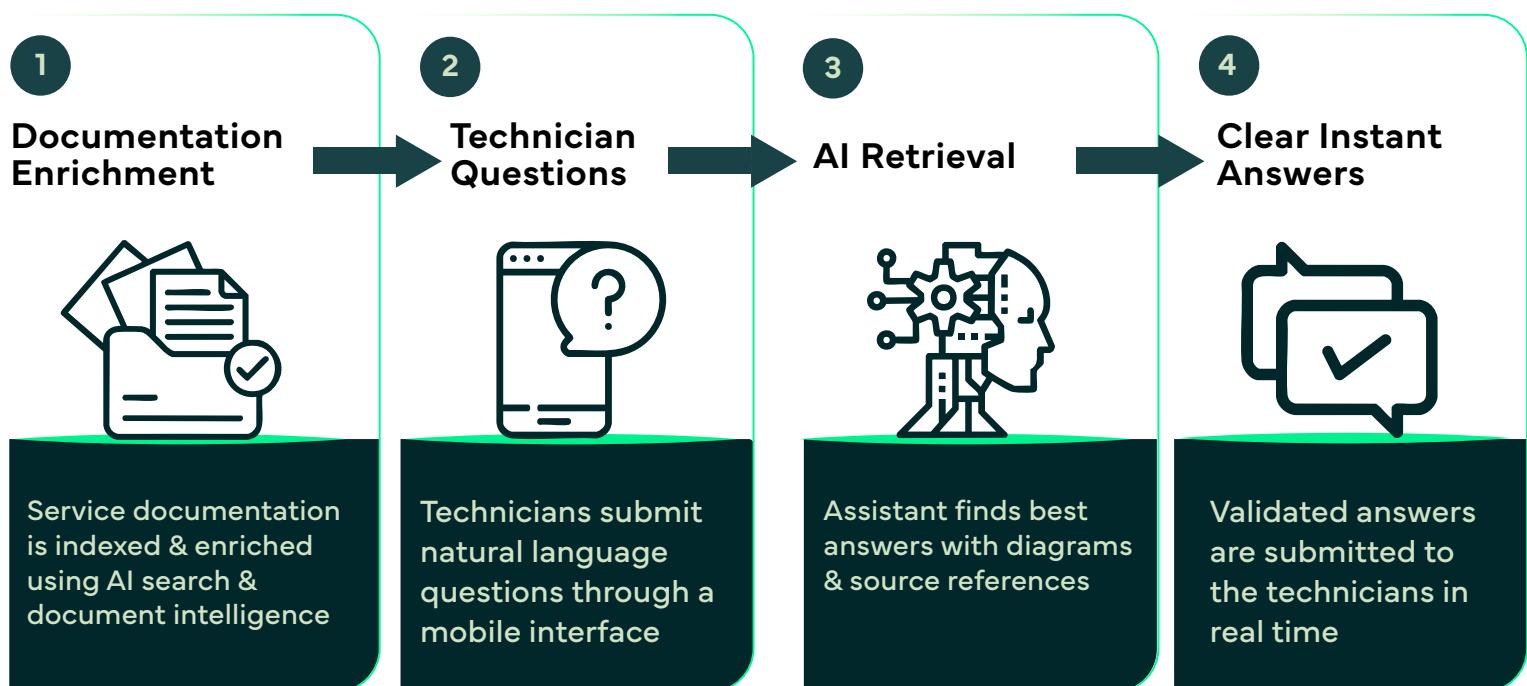
MULTI MODAL KNOWLEDGE ACCESS

Text, documents, and visual assets are integrated into a single experience optimized for mobile use.



HOW IT WORKS

ANSWERS AT THE MOMENT OF NEED



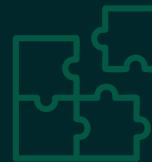
The result is faster resolution without sacrificing accuracy.



WHAT THE CLIENT GAINED (BEYOND FASTER REPAIRS)

This transformation delivered value well beyond speed improvements

50 percent faster issue resolution



Reduced reliance on subject matter experts for routine issues



Faster onboarding for new technicians



More consistent service quality across locations



Lower risk of errors & callbacks



Most importantly, technicians gained confidence and focus on high pressure service scenarios.

KNOWLEDGE AS AN, OPERATIONAL ADVANTAGE

In field service organizations, knowledge gaps quietly drive downtime and cost. This case shows how AI driven knowledge assistance, when designed for real operational workflows, can improve speed, consistency, and service outcomes at scale.

This was not a search upgrade.
It was a shift to intelligent,
field-ready support.





Bringing **Genius** Together.

WHAT'S NEXT?

If your organization relies on field technicians navigating complex documentation under time pressure, **Myridius** can help you deliver knowledge where it matters most. Talk to a **Myridius** expert.

About Myridius

Myridius, formerly RCG Global Services has been at the forefront of helping enterprises transform through technology. Today, we are shaping the next era of digital engineering—an AI-native era where success is defined not by scale alone, but by speed, intelligence, and measurable business outcomes. Myridius brings together deep domain expertise, modern engineering, and AI-first innovation to help organizations move beyond experimentation and achieve real impact. We partner with clients in Financial Services, Healthcare, Travel, and Manufacturing to modernize core systems, unlock data-driven insights, and create new digital business models that drive growth and resilience. Anchored in more than 50 years of industry heritage and powered by a future-focused mindset, Myridius is the partner of choice for enterprises seeking to reinvent themselves with confidence—delivering not just digital transformation, but business transformation at scale.