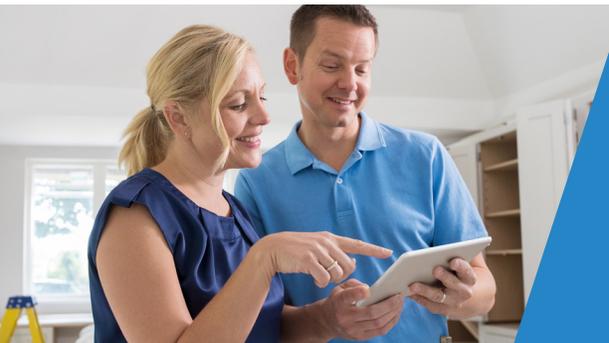




Transforming Your
Field Service Experience

ServicePower is dedicated to transforming the field service experience, with its mission to deliver delightful and transparent service experiences. As the only platform that is uniquely positioned to handle both employed and contracted technicians, ServicePower offers rich capabilities to onboard, dispatch and manage contractors across North America and the EMEA region.

ServicePower offers a seamless customer experience solution that includes a digital self-service platform with real-time technician tracking, notifications and job management. With innovative AI-based schedule optimization, organizations experience unparalleled utilization and productivity of field workforces.



ServicePower delivers

27%

increase in
NPS scores

\$35M

reduction in
Operating Costs

30%

improvement in Customer
Satisfaction rates



“**What I like about ServicePower is the ease of use and the focus on great outcomes.** Their tools make the engineers lives easier and allow us to make promises to the customer that we are confident about keeping.”

–Andrew Keating, Group Service Director, BDR Thermea

Markets Served

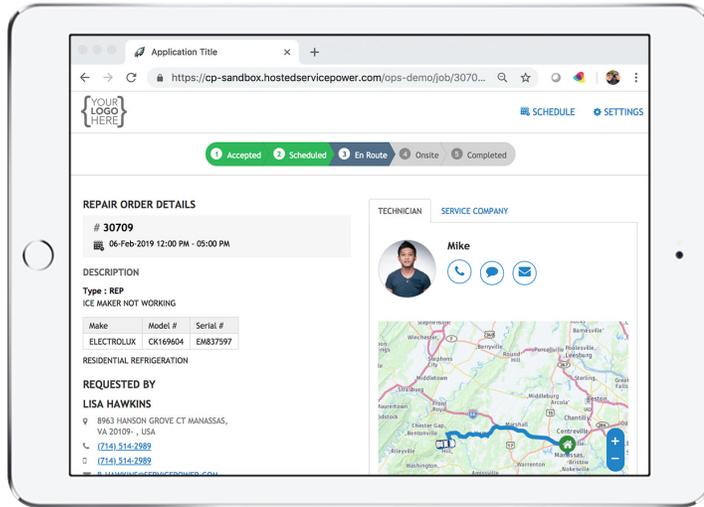
ServicePower supports a wide variety of service and product industries that deliver field service to their customers.

 <p>Home Appliances & Consumer Electronics</p>	 <p>HVAC & Security</p>	 <p>Insurance (Home/Auto)</p>	 <p>Warranty & Third Party Administration</p>	 <p>Retail</p>
				
				
				

Suite of Solutions



Enabling a Seamless Customer Journey



- 1 Service Event (Customer or IoT)**
Personalized, Simple & Quick Product Registration, Warranty Entitlement
- 2 Schedule Service**
Schedule, Re-schedule with “Truth-based” Appointment Slots or Cancellation
- 3 Tracking Technicians**
ETA Updates, Schedule Compliance & Communications
- 4 On-site Repair**
Productivity & Efficiency
- 5 Post Service**
Customer Surveys, Dashboards and Warranty Claims

Maximizing satisfaction with customer journeys has the potential not only to **increase customer satisfaction by 20%** but also to **lift revenue by up to 15%** while **lowering the cost of serving customers by as much as 20%**.

Source: McKinsey Insights

Pre-Packaged Solutions

ServiceCX

Solution to deliver self-service, increase customer satisfaction and experience

- Customer Portal
- Scheduling/Dispatch

ServiceISP

Solution to manage onboarding, credentialing, dispatch and claims for third party

- Contractor Management
- Dispatch
- Claims Management

ServiceDEPOT

Solution to manage entire lifecycle of depot repair

- Customer Portal
- Claims



“ Dispatch and Claims have been a differentiator for us and the level of service we provide. **ServicePower is a key reason that our business has grown as much as it has.**”

– Dawn Taylor, President, Centricity

Significant Results Delivered

27%

Improvement in
Net Promoter Score (NPS)

\$1.8M

Annual savings from reduction
in FTEs due to improved
technician productivity

28%

Improvement in customer
satisfaction rates

\$35M+

Savings by eliminating
fraudulent claims

45%

Increase in service calls
completed per day

\$1M

YoY savings using
scheduling optimization

33%

Reduction in claims
processing times

50%

Reduction in service
appointment windows

15%

Reduction in technician
travel times

The ServicePower Advantage



Transforming the End-Customer Experience



Significant Service Provider Network



Rich Solutions for Employed and Third Party Workforces



Focused on Field Service Management & Delivering Fast Time to Value



Comprehensive Third Party Management Solutions



Architected for IoT-Driven Service Events

“**ServicePower has eliminated our paper in its entirety, making our field management unbelievably better.** Routing and schedule optimization greatly improved our technician efficiency, resulting in a great experience for our customers.”

–Cosmo Adamo, Vice President of Service, BrandsMart U.S.A.

Managed Services

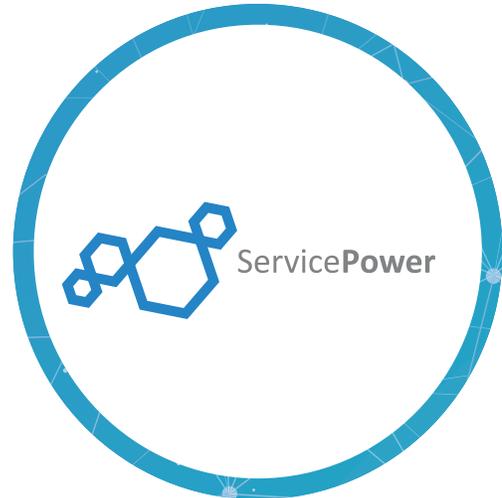
Trust ServicePower's field service management experts to manage your third party network and deliver an exceptional customer experience

Overflow

Augment additional service capacity when needed

Fully Outsourced

Complete outsourcing of the entire service lifecycle



Gartner's Magic Quadrant for Field Service Management Report named ServicePower a Visionary three times "on the basis of product innovation and subcontractor-driven industry vision."

In the report, Gartner states that "Reference customer scores puts ServicePower in the top third of vendors for overall ROI"

Gartner[®]



To learn more visit [servicepower.com](https://www.servicepower.com)

[ServicePower.com](https://www.servicepower.com) | 703.287.9800

