



ServicePower is the only Field Service Management platform enabling Hybrid Workforce Management, Artificial Intelligence, and Internet of Things




**[WWW.SERVICEPOWER.COM](http://WWW.SERVICEPOWER.COM)**



**ServicePower**  
Simplified Service Delivery. Maximized Profitability.

# ServicePower Mission



To deliver a solution which enables organizations to save money, improve customer satisfaction and drive new revenue by efficiently managing both captive and 3rd party service providers by utilizing Hybrid Workforce Management, Artificial Intelligence, and Internet of Things

ServicePower offers cutting edge hybrid workforce management software that makes a difference in your daily life as a customer. We provide a best of breed mobilized platform for today's enterprises that enable them to manage, optimize, deliver, track, validate and report on the sales and service operations and delivery functions. Our commitment is to partner with you, our customer, to use our software and expertise to solve the fundamental field service problems around service levels, efficiency, productivity, inventory management, claims processing, service level achievement, e-commerce, and customer engagement. Our solutions are proven to drive value from your field service operation to increase revenue, productivity, and efficiency with the unique capabilities that our state of the art optimization (algorithm) and other technology is able to achieve.

It's hard not to notice skyrocketing operating costs and evolving consumer technology. Field service organizations compete for market share while trying to cope with consumerization of IT and big data trends. It sounds overwhelming, but it doesn't have to be.

Face the future of field service head-on with our innovative, patented, industry recognized mobile workforce management solutions and our dedicated team of experts. We provide your field service operations with the latest in workforce management software, future proofing your business with the most current technologies, while expertly implementing and providing ongoing consulting services or fully outsourced service management for even the largest of enterprises. **Our platform provides** end-to-end field service management functionality improving productivity, efficiency and the customer experience for any sized operation so regardless of size, our technology can meet your needs.





Our goal has always been singular: to change how a multitude of industries approach field service and to position service organizations and other mobile workers for long-term success in a tech-oriented world.

Over the years, we've consistently delivered innovative solutions that give organizations a competitive advantage through a well-rounded, effective field service approach. We cover everything from optimized routing and enterprise mobility, third party contractor dispatch and warranty claims processing, to business intelligence, cloud based end-to-end field service management, M2M connectivity, service management and asset tracking for any sized business.

Our innovative connected mobile workforce management software platform empowers field organizations to deliver a better customer experience while meeting goals like first-time fix rates, costs, margins, and ROI essential to organizational growth and success.



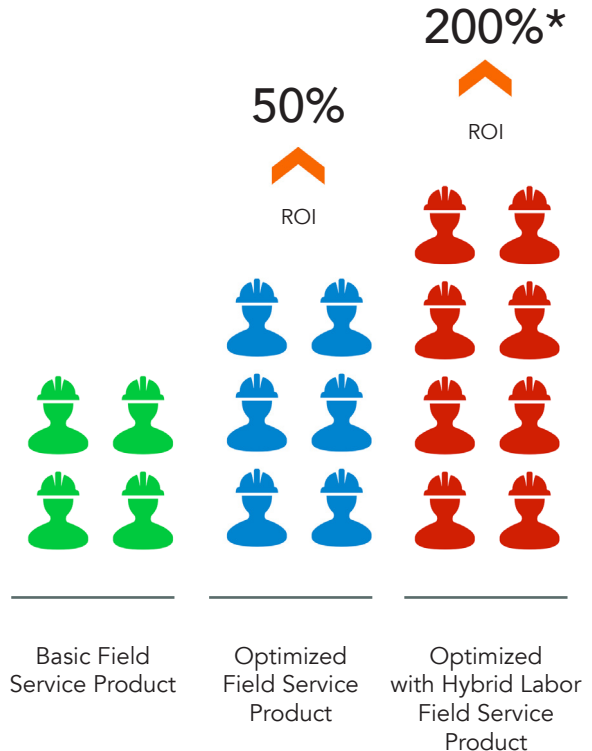
## Transforming Field Service

No other company can deliver the breadth of features with both optimization and Hybrid Workforce Management as ServicePower

## Customer Experience



## ROI Increase by Field Service Product Solution



\*Some customers can see even higher gains from optimization as an add on and having a hybrid labor force





# FACILITATING SERVICE ORGANIZATION SUCCESS NOW, NOT LATER

## Enhanced Field Productivity

- ▶ Wholly configurable, optimized routing, including the latest in Quantum technology for those with performance demands that require it, captures location, skill-set, parts inventory, travel, schedule costs and more to ensure that the best field resource, at the least cost is assigned whether for installation, inspection, maintenance or repair.
- ▶ Configurable, flexible fields and forms, photo capture, schematics look-up, configurable surveys, estimates and billing, and real time collaboration give your field technicians the resources they need to successfully complete a job, improving first time fix rates.
- ▶ Parts management and M2M integration ensure necessary preparations occur, and support a proactive field service model.
- ▶ Control costs and detect fraud, measure productivity, coverage gaps, cycle-time and parts usage.
- ▶ Intelligent hybrid labor workforce dispatching to meet cycle time, customer and cost requirements.





## Increased Efficiencies

- ▶ Improved productivity and efficiency with schedule optimization
- ▶ Real-time business intelligence gives your organization visibility to adjust policies, parameters, and strategies to meet customer goals.
- ▶ Customer Portal gives your organization the flexibility it needs to grow while field operation decisions are still being driven by customer information.
- ▶ Control costs and detect fraud, measure productivity, coverage gaps, cycle-time and parts usage.
- ▶ Quantum technology brings the power of quantum annealing to the cloud, benefiting any organization with even faster, more scalable optimization
- ▶ Intelligently mixed labor capitalizes on the cost savings of contracted labor, while also improving cycle times and contractual SLA compliance

## Seamless Customer Experience

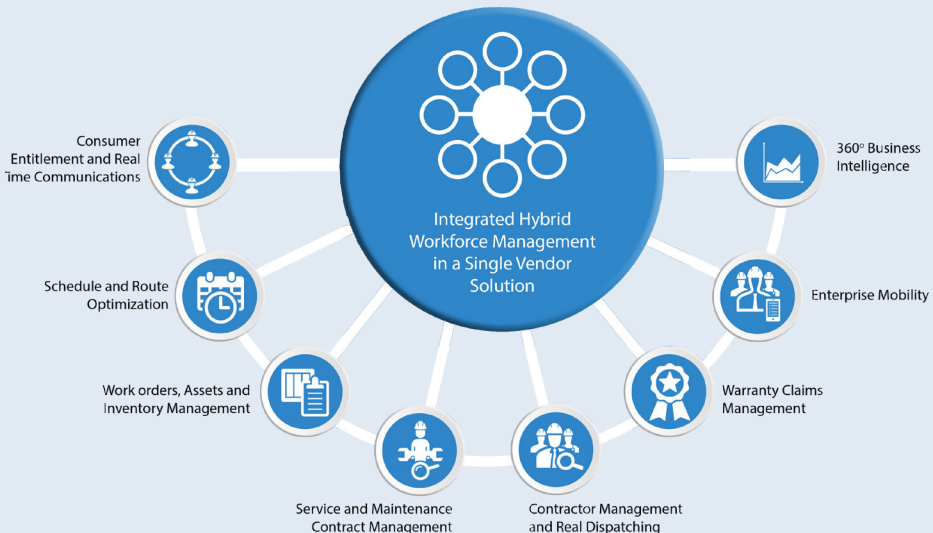
- ▶ Our customer-inspired mobile solution empowers your field technician to deliver a personalized experience, conduct customer follow-up, and utilize a direct line of communication with the customer.
- ▶ Collaboration capabilities provide a customer centric on site experience, while improving first time fix rates
- ▶ Real-time updates and a customer portal gives the power back to the customer.
- ▶ End to End field service management with CRM & ERP capabilities.
- ▶ Visually enhanced dashboards for easy metrics.

# SERVICEPOWER

For companies providing field service, ServicePower is the only Field Service Management platform enabling “Hybrid Workforce Management,” enabling organizations to save money, improve customer satisfaction and drive new revenue by efficiently managing both captive and 3rd party service providers. ServicePower uniquely combines warranty and claims management, dispatch, scheduling, field mobility, customer portal, workforce management reporting and e-commerce for all field service interactions in a single solution.

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and high-quality on-demand “spill-over” servicing at peak times and in hard-to-reach locations across North America and the United Kingdom.

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## VALUES:



We invest in  
our people,  
products, and  
clients



We listen to our  
customers



We value  
transparency



We are trusted  
by service  
organizations



We continue to  
deliver  
innovative  
solutions

We are the today's field service company

## Our Technology + Your Way = Inspired Field Service

- Integrated to multiple CRM systems
- Supports any device and mobile device management
- On-premise or in the cloud
- All ServicePower solutions integrate with each other and external systems

# Contact Us

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