

## ANALYTICS

# A complete data-driven picture of your field service workforce.

A complete data-driven picture of your employed, contracted, and blended workforces to give you fast, accurate answers to your workforce performance questions. Easily create custom dashboards and reports that provide insight and answers to your most complex workforce questions – without the need for an expensive data analyst.



### Benefits

- ✓ Improves real-time field service decision-making
- ✓ Improves field service operational efficiency
- ✓ Tracks and reports on organization's KPIs in real-time
- ✓ Enhances forecasting and planning
- ✓ Enhances operational visibility into field service organization
- ✓ Enables dashboard and report creation without a data analyst
- ✓ Saves time creating configurable dashboards and reports
- ✓ Improves organizational collaboration and information sharing
- ✓ Improves organizational accountability

## Features

Pre-configured, ad hoc, and custom reports and dashboards

Forecasting, future planning, and trend analysis

Shareable user dashboards

Configurable alerts and notifications

Real-time dashboard data refresh

Simple drag-and-drop report generation and modification

Dissectible data with slice, dice, and aggregation for improved visibility

Mobile device access

Automatic generation and delivery of reports for collaboration

Operations reporting

- ✓ Performance
- ✓ Mapping demand to capacity
- ✓ Operating margins with schedule and service costs
- ✓ Customer satisfaction and quality of service
- ✓ Workforce productivity and efficiency
- ✓ Fraud analysis

**“It’s really important for me to be able to manage my network of people and the performance of that network of repairers, right down to are they meeting SLA and the cost element – that’s one way I use ServicePower.”**

- Manager, Consumer Electronics Services, John Lewis & Partners

Trusted by global leaders:



GE APPLIANCES



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