

# Contractor Credentialing and On-Boarding

Millions of jobs per month flow through the ServicePower contractor network every single year. Connecting clients and service providers to satisfy fluctuating customer demand is easy through our credentialing and on-boarding solution. This is part of ServicePower's Contractor Management module.

## The Credentialing and On-Boarding Solution Delivers:

- Simple, managed communication between the client and service provider throughout their relationship
- Robust, centralised administration and documentation
- Improved, proactive communication increasing customer satisfaction
- Managed provision of client training

## 4 Simple Steps for Success

	<h3>1. Servicer Setup</h3> <p>The servicer setup provides a step-by-step wizard process to facilitate the gathering of basic information (insurance, tax information etc) for review by network administrators. This makes it easier for service businesses to share that documentation across multiple client relationships via the ServicePower platform.</p>
	<h3>2. Credentialing</h3> <p>The credentialing process includes criminal background checks and drug &amp; health screening. This provides peace of mind to the client that any potential service providers have had the necessary background checks required to safely undertake work with their customers.</p>
	<h3>3. On-Boarding</h3> <p>Clients have the ability to tailor the authorization process for their specific needs as well as present and capture the completion of training material to ensure service providers meet their individual requirements. Servicer progression can be monitored throughout the on-boarding process to help future resource planning.</p>
	<h3>4. Servicer Profile</h3> <p>A servicer profile is created based on skills, capacity and experience of the service provider. These profiles facilitate the successful connection of clients with the best service provider. Clients can search profiles for specific skills and geographies and Servicers can pro-actively manage their profiles to improve communication with the client.</p>

# ServicePower Fast. Smart. Unified.

These capabilities provide the following benefits for clients and for service providers.



## For Clients

Identify new service providers to fill gaps in current skills or geographical provision

Confident selection of service partners supported by credentialing and reporting

Client-tailored interaction with potential service providers

## For Service Providers

Connect with potential client providers to increase volume of work

Manage multiple client relationships efficiently from a single platform

Speed-up the on-boarding and training processes for new clients

**ABOUT SERVICEPOWER** ServicePower is an integrated field service management solution focused on helping companies deliver an exceptional customer experience at the lowest cost. Trusted by field service organizations around the world such as GE Appliances, ADT, Johnson Controls, John Lewis Partnership, Electrolux, Mitsubishi, and AIG Warranty, ServicePower is the only workforce management solution enabling organizations to efficiently manage both captive and 3rd party service providers. Our digital technology enables improved customer satisfaction, reduces costs and generates new revenue streams. For more, visit [www.servicepower.com](http://www.servicepower.com)

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