

# Contractor Credentialing



## Customer satisfaction starts with customer safety

The safety of your customers and contract work force is the foundation for building in-field customer satisfaction. Where customer safety is concerned, vendor-supplied data simply does not offer you enough confidence when selecting your service partnerships and the individuals who will represent your business.

### Simplified engagement with your service network

Guaranteeing the credibility of your workforce requires efficient, secure credentialing. By bringing the credentialing process in-house and integrating it into our 3rd party workforce management solution we are offering unrivalled assurance for your business in a more affordable, streamlined application.

### Service Operations Credentialing Add On Offers:

#### Single Point of Access

- Internal Credentialing within the ServicePower Suite

#### Easiest to do Business With

- Simplified engagement with your service network
- Seamlessly initiate credentialing services on the ServicePower platform



#### Extensive Background Checks

- Exhaustive Social Security address history search
- Nationwide search using name and date of birth
- Cross check over 2000 booking and incarceration sites provided
- Validation against over 75% of all US criminal records

Some of the most prestigious names in North America and Europe rely on ServicePower



GE APPLIANCES  
a Haier company



# ServicePower Fast. Smart. Unified.

## Why ServicePower?



### A Changing Industry

The field service industry is moving towards badging a 3rd party workforce to improve customer safety and satisfaction. This is only possible if a client can guarantee servicer profile consistency which is why ServicePower are bringing the credentialing process inhouse.



### An Integrated Solution

With access to tens of thousands of data sources, our easy-to-use portal will conduct robust, nationwide criminal background checks. This data will be available at the click of a button alongside the additional contractor profiles and documentation delivering a streamlined, efficient process.



### Efficient Credentialing

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.







### Data Accuracy

Combining and cross-referencing records from multiple sources identifies and eliminates data gaps. The ServicePower credentialing module provides instant access to up-to-date records to provide you with confidence in the data you are accessing.

**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)

#### US Offices:

 8180 Greensboro Drive, Suite 600, McLean, VA 22102  
 703.287.8900

 1675 Scenic Avenue, Suite 200, Costa Mesa, CA 92626  
 714.428.0010

#### EU Office:

 Petersgate House, St Petersgate, Stockport. SK1 1HE  
 011 44 161 476 2277



[www.servicepower.com](http://www.servicepower.com)