



Provide
Faster
Smarter
Service
With
ServicePower
Job Flow
Integration
Solutions

ServicePower's Job Flow Integration Solution enables field service organizations using dissimilar FSM technologies to seamlessly accept work orders from OEMs and TPAs on the ServicePower platform with real-time technician capacity and job status, improving visibility throughout the service lifecycle.



Increase Revenue

Drive new revenue with real-time work orders from OEMs and TPAs currently on the ServicePower platform



Book Jobs in Real-Time Based on Actual Capacity

Accept jobs based on true point-in-time technician capacity to ensure highest utilization rates



Communicate Efficiently

Bi-directional communication with OEMs and TPAs enables immediate capacity and job status updates



Improve the Service Experience

Accept jobs based on the right skill set and improve customer service experience by achieving higher first time fix rates



ServicePower

TRUSTED BY GLOBAL BRANDS



GE APPLIANCES
a Haier company



ServicePower Job Flow Integration Solution

The only work order flow solution that connects Field Service Companies to OEMs and TPAs with real-time technician capacity and job status, improving the efficiency of the service lifecycle

ServicePower uses an API First Development Strategy. The API First Development strategy enables developers to build applications on top of that API making it more “real world” and developer friendly for integrations. An API-first approach to building products provides many benefits, including but not limited to:

- Reduced time to market
- Reduced costs for development and maintenance
- Improved customer experience
- Improved reliability and resilience.

ServicePower’s integration readiness offers new opportunities for field service companies looking take on more work from the ServicePower platform and network. Depending on the approximate total number of annual jobs and the enterprise software used to run their operations, ServicePower’s Job Flow Integration Solution offers three different options

- A. The Field Services Company uses ServicePower Dispatch login account as a 3rd party contactor to receive jobs from source company.
- B. Field Services Company must integrate with ServicePower APIs to **PULL** jobs - This option is typically used by small/medium-sized servicers to integrate their off-the-shelf system into the ServicePower platform so they can receive work. Jobs pulled from ServicePower are not being booked to actual availability or open capacity of the customers field service team. The pricing depends on different tiers representing the annual volume of jobs:
 - Tier 1:** Up to 6,000 jobs received annually
 - Tier 2:** 6,000-12,000 jobs received annually
 - Tier 3:** 12,000-20,000 jobs received annually
 - Tier 4:** Over 20,000 jobs received annually
- C. ServicePower integrates with the Field Services Company platform to **PUSH** jobs - This option is typically used by large servicers who receive very high-volumes of jobs, likely from more than one partner on the ServicePower Platform. This integration option does not offer tiers for annual jobs. Unlike Option B, jobs are booked directly to technician real-time availability into the target FSM platform to be managed to execution. With this option ServicePower provides full support with SLA and a dedicated account manager.

Get In Touch

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