Field Service Management Suite

Improved Customer Satisfaction and NPS Ratings

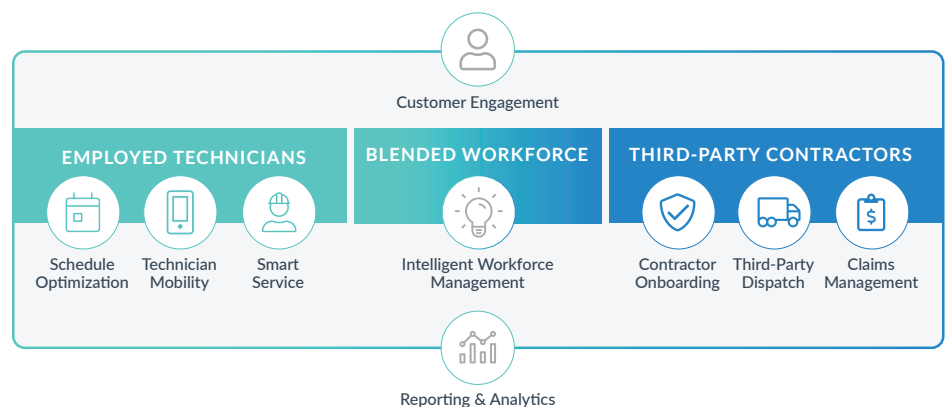Deliver Quality Customer Experiences

Build Brand Loyalty

Drive Service Efficiency and Effectiveness

ServicePower's Field Service Management Suite enables original equipment manufacturers, third-party administrators and other service providers to execute the entire dispatch and service process to employed, contracted or blended workforces.

We deliver powerful capabilities which enable a seamless customer experience and drive improved efficiency of service delivery which results in increased brand recognition and customer loyalty.

Customer Engagement

EMPLOYED TECHNICIANS			BLENDED WORKFORCE	THIRD-PARTY CONTRACTORS		
Schedule Optimization	Technician Mobility	Smart Service	Intelligent Workforce Management	Contractor Onboarding	Third-Party Dispatch	Claims Management

Reporting & Analytics

ServicePower

TRUSTED BY GLOBAL BRANDS

GE APPLIANCES a Haier company   LG   AIG   Electrolux

ServicePower
Fast. Smart. Unified.

Customer Engagement
Deliver exceptional service experiences and achieve high customer satisfaction with a self-service digital portal that delivers real-time job status.

Schedule Optimization
The best technician, with the right parts and information, at the least cost, and on time. ServicePower's AI-based scheduling optimization maximizes productivity and efficiency for higher schedule adherence.

Technician Mobility
ServicePower's Mobility provides your technicians with all the processes, tools and information required to improve productivity and complete every job on time and offer more value to your customers.

Smart Service
Enhance quality of service by enabling technicians to perform in-field triage, adjust schedules within SLA adherence based on domain knowledge, availability of parts and proximity to jobs.

Intelligent Workforce Management
Achieve total control and accountability of service delivery through intelligent and dynamically defined business rules to leverage both factory service & third-party workforces.

Contractor Onboarding
Comprehensive end-to-end process that reduces customer risk, increases technician efficiency and compliance.

Third-Party Dispatch
Improve operational efficiency by dynamically dispatching the best contracted resource for each job based on eligibility, rules, skills, availability, and ranking.

Claims Management
Process claims faster and eliminate duplicate and fraudulent claims with real-time adjudication and auditing.

Reporting and Analytics
Monitor business performance and KPIs through dashboards, alerts and reports to adjust strategies in real-time.

Get In Touch

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