

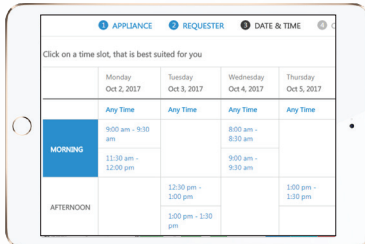
Field Service Management Technology for Home Warranty Providers.

Homeownership continues to trend upward, and so too are home warranty sales. With many home warranty providers from international to state-based providers, competition for contract sales is fierce! Warranty providers are looking to field service teams to increase customer satisfaction and operational efficiencies to improve profit margins. ServicePower can help you do just that.



For Home Warranty providers vying to increase revenue, **ServicePower provides field service solutions** which increase customer satisfaction and operational efficiencies to improve profit margins.

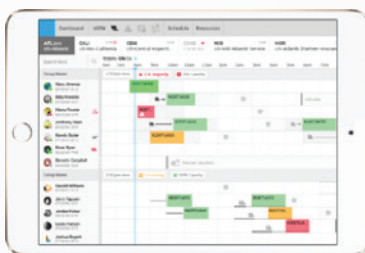
Customer Portal



Customer Engagement

- Establish a reputation of good customer service by offering the convenience of a customized, self-service portal to enable customers to schedule maintenance or repair, watch their service tech enroute, and communicate with him or her if needed
- Promote relevant products or services during this key interaction opportunity

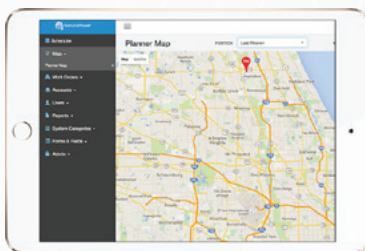
Scheduling



Smart Scheduling

- Ensure dispatched service techs have the appropriate background screenings, insurance coverage, and required certifications, then pair parameters like skills and geography with the latest in AI for real-time scheduling to ensure that the best service tech is assigned, at the least cost
- Re-optimize schedules and routes in real-time to accommodate intra-day changes, increase on-time arrival and completed jobs per day, and decrease travel costs

Mobility



Mobile Tech Enablement

- Provide a mobility solution that enables service techs to arrive with everything they need to get the job done the first time and deliver a personalized experience
- Proactively offer value-added products and services while onsite to increase revenue

Contractor Management

- Better manage supplementary service provider networks to ensure no skill gaps, quickly expand geographic reach, or support changing demand
- Know they have the appropriate background screenings, insurance coverage, and required certifications
- Dynamically choose a contractor based on rank scores, credentials, crowd sourced BBB info, and dynamic rules configuration
- Confidently book appointments based on available time-slots and view job statuses to track progress

Warranty Claims Management

- Automate the bulk of the warranty claims process to ensure valid claims are processed against your adjudication logic at the negotiated rates
- Only review outliers, increasing claim processing accuracy and speed, and reducing fraud

Reporting & Analytics

- Enjoy visibility across your provider network and service operations
- Use real-time business intelligence to measure performance KPIs, further improve future operations, enhance the customer experience, and even identify new products or services
- Access KPIs, scorecards, and reports in real-time, from either mobile devices or the desktop and share them inside and outside the organization


We also offer Home Warranty Providers:

- Work Order Management
- Inventory, Asset and Contract Management
- Outsourced Managed Services

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, LG, BSH 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. ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and on-demand servicing at peak times and in hard-to-reach locations across North America and Europe.


For more, visit www.servicepower.com

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PROVEN RESULTS!

ServicePower has enabled its Home Warranty customers to:

Use real time AI to optimize field schedule routes, increasing jobs per day and reducing travel

Ensure accurate contractor profiles and capacity information to drive increased appointment bookings

Drive down the number of days from dispatch to appointment arrival

Reduce the percentage of rework, or second truck rolls, across the 3rd party network

Lower time onsite via service tech enablement

Deliver a superior and consistent customer experience across all domains and functions

Improve claim validation, reducing claim costs

Track jobs, vehicles, and inventory throughout the day enabling fuel cost savings and theft deterrence

Outsource all or overflow field service, including call center services, to ServicePower

Use business intelligence to better measure and improve service operations KPIs



www.servicepower.com