**ServicePower**

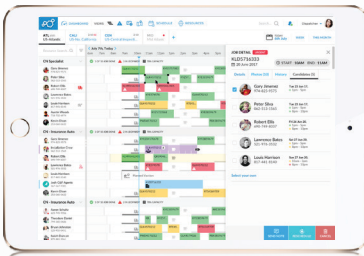# Field Service Management Technology for Security.

There are more security systems players than ever, bringing refined ways of doing business and new efficiencies. In addition, there's transformation of the security installer/service tech into 'everything as a service' with models embracing the cloud, interactive services, and self-service. With so many developments – and SAC increasing and RMR margins dropping – the market will continue to evolve. Successful companies will differentiate themselves with indispensable services and solutions that make it easier for a consumer or company to be smarter, safer, and less reactive.
Let us help you develop your differentiation.

For organizations installing, monitoring, and maintaining commercial or residential security systems, **ServicePower enables faster, smarter service**, so they can deliver on today's consumer service expectations, while also reducing operational costs and capturing new revenue streams.
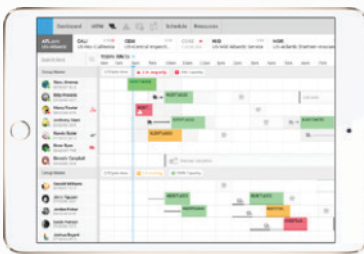
### Customer Portal

### Customer Engagement

- Offer the convenience of a customized, self-service portal to enable customers to log in with their account number and report issues or order add-on security services, schedule the appointment, watch their installer/service tech in route, and communicate with him or her if needed
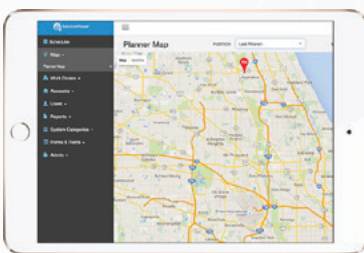- Suggest relevant new services during this key interaction opportunity

### Scheduling

### Smart Scheduling

- Pair parameters like skills, certifications, and geography with the latest in AI for real-time scheduling to ensure that the best installer/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

- Ensure installer/service tech arrive with everything they need to get the job done the first time, driving consistent quality service delivery, improved productivity, and increased completion rates
- Provide a value-based experience by personalizing your customer's experience via fully configurable mobile functionality which also improves schedule compliance and first-time installation/fix rates
- Proactively offer additional value-added security solutions while onsite to increase revenue

## Contractor Management

- Better manage outsourced or supplementary third-party contractor staff to quickly expand geographic reach or support changing demand
- Dynamically choose a contractor based on rank scores, credentials, crowd sourced BBB info, and dynamic rules configuration
- Confidently book an appointment based on available time-slots, and view job status to track progress

## Reporting & Analytics

- Use real-time business intelligence to measure performance KPIs, fine tune future operations, enhance the customer
- 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 security systems providers:

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

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**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

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## PROVEN RESULTS!

Some of the largest security systems providers have used ServicePower to:

Improve management control over service provisioning

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Reduce manual processes to create and manage field schedule routes, reducing travel times

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Increase appointments per day

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Lower time onsite

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Enable improvements in overtime, travel, skills, and spares

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Grow revenue

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Increase customer engagement

———

Serve customers more efficiently with convenient scheduling, increased first time installation/fix rates, and improved service levels

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Use BI to better measure and improve service operations KPIs

For a typical Fortune 1000 company, just a **10% increase in data accessibility will result in more than $65 million additional net income,** according to Forbes.com.

"The ServicePower application is instrumental to meeting our service goals." John Kinney, Assoc. Dir. Field Programs, Tyco Integrated Security

**www.servicepower.com**