



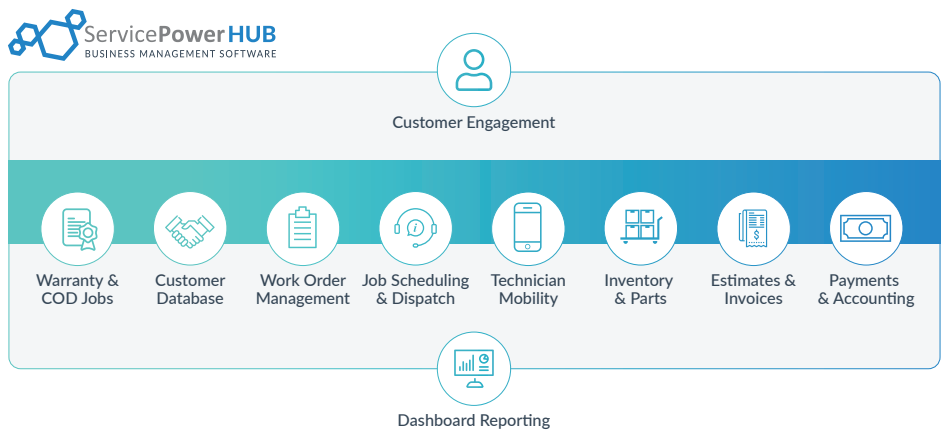
Manage Warranty and COD Jobs

Increase Job Volumes & Revenue

Improve Technician Productivity & Efficiency

Optimize & Grow Business Performance

ServicePower HUB is a unique Business Management Solution (BMS) platform that delivers best-in-class capability to manage warranty and COD jobs. ServicePower HUB manages day-to-day field service operations and is built specifically to help service companies optimize the delivery of valued services, eliminate paperwork, and spend less time on non-revenue-generating tasks. It's time to enable your service business with better tools – and achieve better results in the field and office.



Feature	ServicePower HUB	ServicePower HUB Pro
 Work Order Management <ul style="list-style-type: none"> • Create, schedule, and assign work orders optimally in three easy steps • View and track COD and warranty work orders status* in real-time on calendar and maps • Attach notes, comments, files, and media information for field techs 	✓	✓
 Customer Database <ul style="list-style-type: none"> • Automatically create a new customer contact with a quotation request • View history of past customer service events • Attach and view estimates, invoices, and payments 		✓
 Job Dispatch <ul style="list-style-type: none"> • Assign jobs based on technician availability and capacity • Streamline work order process by simplifying assignments and tracking job progress • Setup and use capacity bands to maximize utilization and coverage 	✓	✓ <small>Gantt Based Scheduling is only available in HUB Pro</small>
 Warranty & Claims <ul style="list-style-type: none"> • Ability to manage COD and warranty jobs in one application • Receive OEM, TPA, and home warranty jobs from the ServicePower network • Directly file claims and get paid for completed warranty jobs 	✓	✓
 Payments (Optional) <ul style="list-style-type: none"> • Accepts payments anywhere – onsite, email/text, phone, or through the Customer Portal • Next-day funding to increase cash flow with the shortest cut-off times • Support for ACH and check processing to accommodate customer preferences 	✓	✓
 Profile Management <ul style="list-style-type: none"> • Publish availability, skills, industry, capacity, product, or brand exception, and more • Visualize and fine-tune geographic area coverage using color-coded maps • Review and adjust performance based on metrics, scores, and surveys. 	✓	✓ <small>Surveys are a part of the Customer Portal for HUB Pro</small>
 Estimates & Invoices <ul style="list-style-type: none"> • Create itemized estimates and invoices from the office or in the field. • Create customized pricing and offers based on specific criteria • Payment status tracking for an open and overdue outstanding invoice 		✓
 Responsive Interface <ul style="list-style-type: none"> • Drives business productivity in the office and the field • Loads fast across all platforms, including mobile devices • Ability to use the product on various devices with a consistent experience 	✓	✓
 Scheduling & Mobility HUB PRO EXCLUSIVE <ul style="list-style-type: none"> • Exclusive interface with workflows to support for the technician role • Gantt-based drag and drop for technician scheduling • Full offline support for limited connectivity and low latency 	◆	✓
 Customer Portal HUB PRO ADD-ON <ul style="list-style-type: none"> • Provide uber-like technician location tracking while en-route to job • Enable two-way chat between customers and technicians • Enable pay-by-link to collect payments from customers 	◆	✓
 Inventory and Parts Ordering HUB PRO ADD-ON <ul style="list-style-type: none"> • Maintain and monitor the accurate measure of inventory and spares • Item usage history and audit trail history across multiple locations • Directly order parts to restock inventory. Ship directly to the customer or warehouse 	◆	✓
 QuickBooks Sync HUB PRO ADD-ON <ul style="list-style-type: none"> • No more manual entry of accounting data for QuickBooks • Directly send and sync invoices for completed jobs into QuickBooks • Significantly reduce days sales outstanding (DSO) to increase cash flow 	◆	✓

Get In Touch

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