

# Managed Services

Future Proof your Organization by Outsourcing Service Management to the Experts at Service Power

Trust the experts at ServicePower to deliver an exceptional customer experience

When you select ServicePower to simplify your services, we use our highly rated, global, mobile field management suite to provide these aspects of service delivery:



## 1. Recruit

Recruit contracted labor with skills required to perform field based services



## 2. Credential & Negotiate

Work with you to agree on credentialing standards and negotiate labor rates



## 3. Dispatch

Dynamically dispatch best contractors (employed or 3<sup>rd</sup> party contracted) for every job and manage status to call closure



## 4. Parts Logistics

Ensure dispatched contractors have appropriate parts to complete the job



## 5. Process and Pay Claims

Agree on claim logic and issue payment for valid claims



## 6. Report

Provide visibility regarding network and job status

## Trusted by global brands



GE APPLIANCES  
a Haier company



**Whether you are a smaller company or are an enterprise level organization, ServicePower can scale to accommodate your company**

3 <sup>rd</sup> Party Contractors	Annual Transactions	Warranty Claims	Market Share	Integrated Parts	Trusted & Dependable
More than 154,000 independent service companies come to ServicePower every day to get work and file claims	20 MM jobs dispatched annually worth \$1B	\$550MM in warranty claims processed and paid annually	90%+ of OEMs, TPAs and retailers in the US and UK trust their brands to ServicePower	Integration with top 16 PDs for PPV, and 3 largest aggregators	99.9% uptime, fully redundant, SaaS software solution used by ServicePower and our clients to manage 3rd party contractors

**Our comprehensive network comprised of experienced MA/CE/HVAC professionals is vast!** We have almost 10,000 service companies across the US and UK ready to jump in and serve your customers on demand.

**United States Coverage**



**Great Britain Coverage**



**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](http://www.servicepower.com)

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