



MOBILE ACCESS

Arm your field workforce with the control they need in the palm of their hand.

Ensure your field employees are properly equipped with real-time access to the tools, processes, and information needed to get the job done right the first time and deliver quality service every time.

Your field employees will be empowered, happier, and in position to deliver exceptional experiences to your customers, while raising their productivity and increasing your profitability.

Results

20%

decrease in onsite time

30%

increase in same-day job completion rates

50%

increase in payment processing efficiency

Benefits

- ✓ Increases service jobs completed per day
- ✓ Improves workforce productivity and utilization
- ✓ Increases first-time fix rates
- ✓ Improves customer satisfaction
- ✓ Faster payment processing
- ✓ Improves field service worker satisfaction, engagement, and retention
- ✓ Increases revenue
- ✓ Reduces costs
- ✓ Improves inventory and parts management

Features

Access to customer and operational information at field worker's fingertips

Fast and easy estimate generation

Onsite invoice creation

Real-time traffic and ETA updates

Job status and GPS location notifications

Customizable notification triggers and alerts

Rules-based data collection forms

Mobile inventory search, usage, returns, and ordering history

Mobile access to parts catalog, inventory, status, and pricing information

Online and offline management of inventory parts orders, parts location, and inventory adjustment

Onsite promotional offers and signature capture

Mobile payment processing and invoice generation

Customizable surveys

“With ServicePower, we have the best providers available when our customers need them, and continually drive improvement in our network.”

- Field Service Operations and Strategy, LG Electronics USA

Trusted by global leaders:



Electrolux

SIEMENS

BAXI

SECTOR
ALARM)))

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