

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%

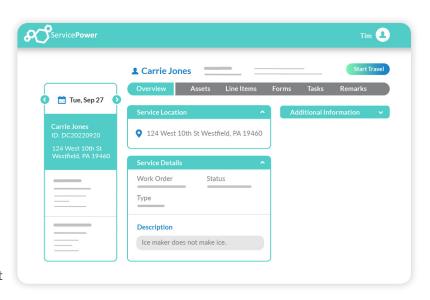
increase in same-day job completion rates

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	
Acces	s to customer and operational information at field worker's fingertips
Fast a	nd easy estimate generation
Onsit	e invoice creation
Real-t	ime traffic and ETA updates
Job st	atus and GPS location notifications
Custo	mizable notification triggers and alerts
Rules	based data collection forms
Mobil	e inventory search, usage, returns, and ordering history
Mobil	e access to parts catalog, inventory, status, and pricing information
Onlin	e and offline management of inventory parts orders, parts location, and inventory adjustment
Onsit	e promotional offers and signature capture
Mobil	e payment processing and invoice generation
Custo	mizable 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









