

Mobile Enabled Field Service Technicians can Deliver Faster, Smarter Service.



Service Power's Mobile Technician Enablement solution, provides your mobile workforce with the information and processes required to complete every job and offer more value to your customers.

Improve the Service Experience

Pleasant your customers by empowering your field technicians with on-demand, fingertip access to all of the operational information needed to deliver a great customer experience.

Reduce Operational Cost

Cut costs by improving schedule compliance, eliminating waste. Real-time collaborate between the office and the field allows in-day changes to be proactively managed whilst ensuring first-time fix rates are increasing.

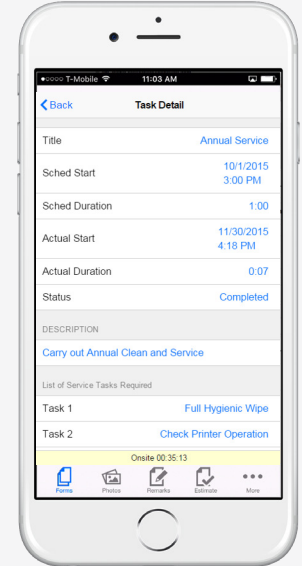
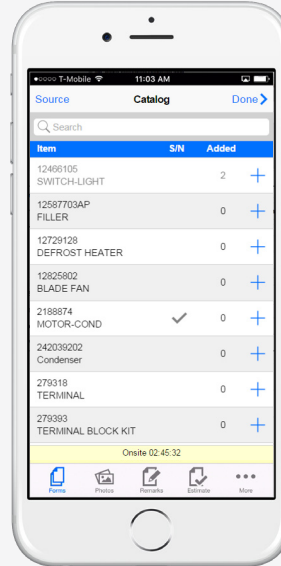
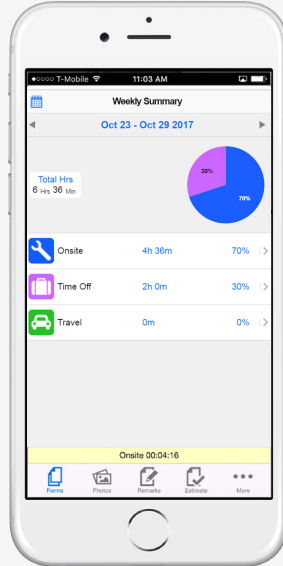
Increase the Lifetime Value of Every Customer

Empower your field technicians with the ability to provide onsite estimates for current offers and promotions, generate invoices, and even process payments, increasing the lifetime value of your current customers.

ServicePower's Mobile Technician Enablement solution manages the full lifecycle of activity for your field operatives.

Activity Management

- End-to-end work order management
- Dynamic schedule of workload and activities
- Latest mapping and location services with real time traffic and live ETA updates
- Real-time job status and GPS location updates to Manager job Gantt
- Provide estimates, process payments, deliver invoices and surveys
- Manage inventory parts orders; Locate parts, initiate auto inventory adjustments, disposition
- Triggers and alerts help manage the day
- Time and route tracking



Superior Customer Engagement

- On-site sales offers and signature capture
- Customisable surveys
- Inventory search, usage, returns and ordering asset schematic, history and service codes
- In-field payment processing with customer invoices
- Rules-based data collection forms
- Parts catalog, inventory and pricing information
- Photo and video capture

