



NETWORK ACCESS

Expanded servicer coverage — powered by the ServicePower Premier Network.

Meet the challenge of scaling your servicer network or meeting seasonal demands through the power of the ServicePower Premier Network (SPPN).

With over 2,000 vetted and highly-skilled service companies covering over 40,000 U.S. and Canada zip codes, Network Access lets you directly dispatch work, submit claims, and receive payments, creating an end-to-end automated service experience and allowing you to scale your business quickly, efficiently, and confidently — at minimal cost.

Results

40%

increase in
first time fix rates

50%

increase in claim-
processing efficiencies

20%

increase in customer
satisfaction scores

ServicePower Premier Network Access

- ✓ 2,000 service companies and coverage in 40,000 zip codes across the United States
- ✓ Focus on major appliance and consumer electronics organizations
- ✓ Ensure you dispatch the best contractor for every job — based on your rules of eligibility, ranking, and availability



Included

Network Access

ServicePower Premier Network Access

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Payment Processing for ServicePower Premier Network

- Provides management of your contractor payment
 - Provides management of your 1099 processing
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Contracted Workforce

Dispatch

- Intelligently dispatch and manage jobs to your contracted workforce and the SPPN
 - Intelligently dispatch the best contractor based on eligibility, rules, ranking, and scheduling
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Claim Reimbursement

- Rapid web-based servicer claim filing, processing, reimbursement and analysis against entitlement
 - Automated adjudication and auditing to eliminate fraud and duplicate claim submissions
 - Simplified servicer payments and IRS tax filing
 - Automated payment via paper check or EFT payments to accommodate servicer preferences
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Optional Enhancement Add-Ons

Consumer Self-Service

- Self-service portal to easily schedule, reschedule, and cancel appointments
 - Two-way communication with technician
 - Supports both employed and contracted workforces
 - Document and photo upload and sharing
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Analytics

- Custom dashboards and reports for data-driven insight and decision making
 - Easy drag-and-drop report generation
 - Insight into operating margins, costs, customer satisfaction, fraud, productivity, and more
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Trusted by global leaders:



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