

# Field Service Management Technology for Retail

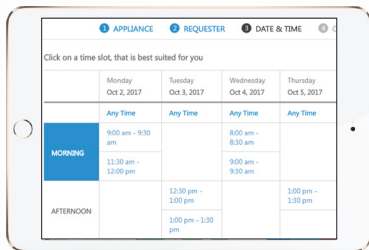
For retailers that deliver, install, or repair the products they sell, ServicePower enables faster, smarter service, so you meet today's increasing consumer service expectations while optimizing installation and service operations and enabling a new sales channel.

Let us help you align with your customers' needs.



Retailers who thrive in today's ever evolving market will be the ones who align with consumers' needs by incorporate technology to give **customers the control and convenience they expect**. ServicePower helps retailers leverage their data across the entire product and service cycle, from manufacturing to post-sale service interactions to deliver personalized, engaging experiences for their customers. ServicePower offers retailers the following solutions, which enable field personnel to deliver faster, smarter service to retail customers, on a unified platform.

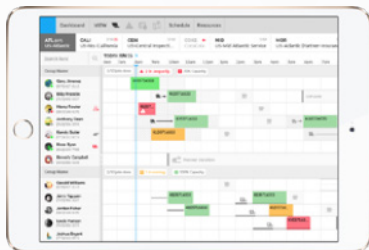
Customer Portal



## Customer Engagement

- Offer the convenience of a customized, self-service portal to enable customers to log in and schedule delivery, installation or repair, watch their installer/service tech enroute, and communicate with him or her if needed
- Promote relevant products or services during this key interaction opportunity

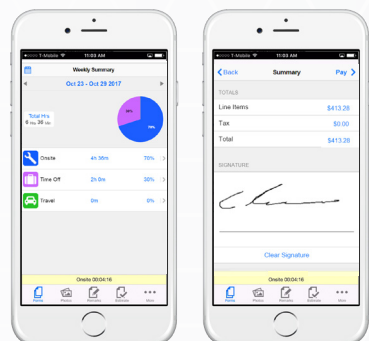
Scheduling



## Smart Scheduling

- Pair parameters like skills, certifications, and geography with the latest in AI for real-time scheduling to ensure that the best installer/service tech is assigned, at the least cost
- Re-optimize schedules and routes in real-time to accommodate intra-day changes, increasing on-time arrival and completed jobs per day while decreasing travel costs

Mobility



## Mobile Tech Enablement

- Ensure installer/service techs arrive with everything they need to get the job done the first time, driving consistent quality service delivery, improved productivity, and increased completion rates
- Proactively offer value-added products and services while onsite to increase revenue

## ServicePower also offers retailers these additional solutions:

### Contractor Management

- Better manage outsourced or supplementary contractor staff to quickly expand geographic reach or support changing demand
- Dynamically choose a contractor based on rank scores, credentials, crowd sourced BBB info, as well as dynamic rules configuration
- Confidently book appointments based on available time-slots and view job statuses to track progress

### Warranty Claims Management

- Keep warranty reserves from going under water
- Automate the bulk of the warranty claims process to ensure valid claims are automatically processed against your adjudication logic at the negotiated rates. Only review outliers, increasing claim processing accuracy and speed, and reducing fraud

### Reporting & Analytics

- Use real-time business intelligence to measure performance KPIs, fine tune future operations, enhance the customer experience, and identify new products or services
- Access KPIs, scorecards, and reports in real-time, from either mobile devices or the desktop and share them inside and outside the organization


### We also offer Retailers:


- Work Order Management
- Inventory, Asset and Contract Management
- Outsourced Managed Services

**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. ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and on-demand servicing at peak times and in hard-to-reach locations across North America and Europe.


For more, visit [www.servicepower.com](http://www.servicepower.com)

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## PROVEN RESULTS!

ServicePower has enabled retailers to:

Use real time AI to optimize field schedule routes, increasing jobs per day and reducing travel

More effectively leverage contractors to fill skill or geographic gaps

Lower time onsite via installer/service tech enablement

Execute superior service and installations, where and when the consumer needs it to protect their purchase

Automate claim validation, reducing costs

Sell products and accessories off the truck, enabled by inventory tracking

Track jobs, vehicles, and inventory throughout the day enabling fuel cost savings and theft deterrence

Use BI to better measure and improve service operations KPIs

“ServicePower has enabled us to move to near total automation. We’ve been able to schedule more jobs per day, save on fuel costs, close more jobs per day and track what’s happening throughout the day, both in terms of the jobs themselves, as well as where company vehicles and inventory are at any given time. ServicePower enabled BrandsMart to truly transform our field service operation.” Cosmo Adamo, VP of Service Brandsmart USA



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