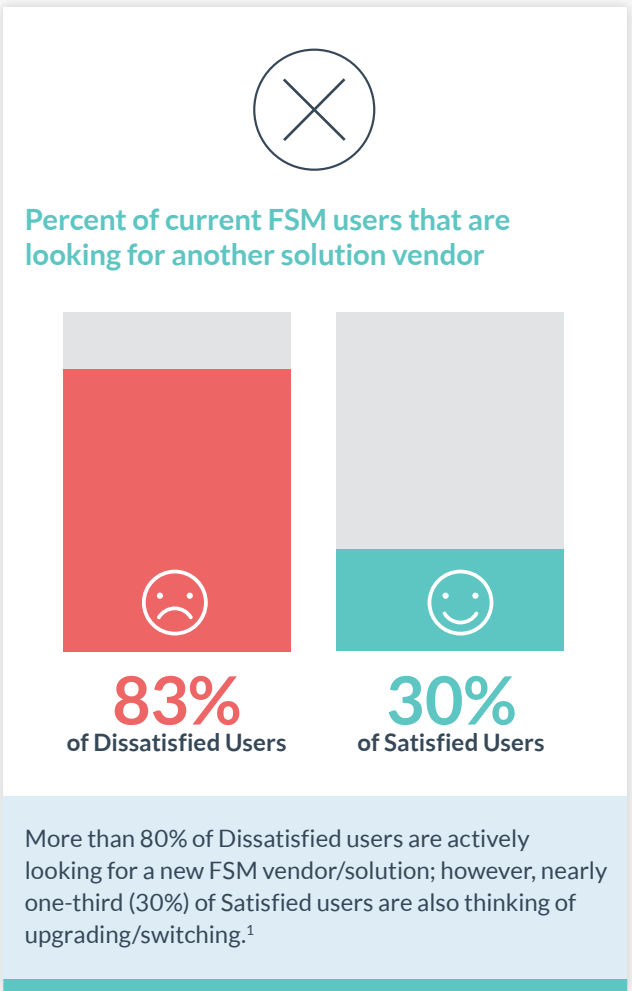
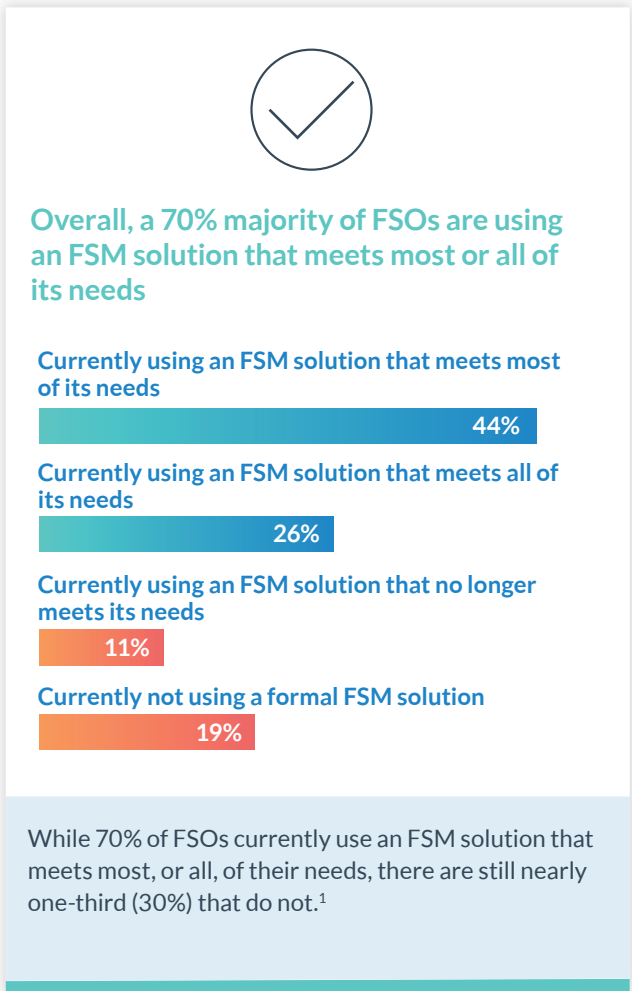




Satisfaction with Current Field Service Management Solution



Less than two-thirds (64%) of field service organizations (FSOs) are currently satisfied with their existing FSM solution, suggesting a fairly vulnerable user base.¹



Benefits of Implementing a State-of-the-Art FSM Solution



Reductions in key areas including Warranty Claims Processing Time, Service Appointment Windows and Technician Travel Times will ultimately lead to improvements in Net Promoter Score (NPS) and Customer Satisfaction.²

Value Propositions of Implementing a FSM Solution



The main value propositions for each party in the services transaction are many – and compelling.¹

Source:
1. SFGSM
2. ServicePower