



Reduce turnaround time, improve quality of service, and extend capacity by automatically dispatching jobs to OEM's employed and third-party workforces

- Bosch
- Electrolux
- GE Appliances
- LG
- Samsung

Reduce time to schedule service

Improve quality of service by using OEM-certified techs

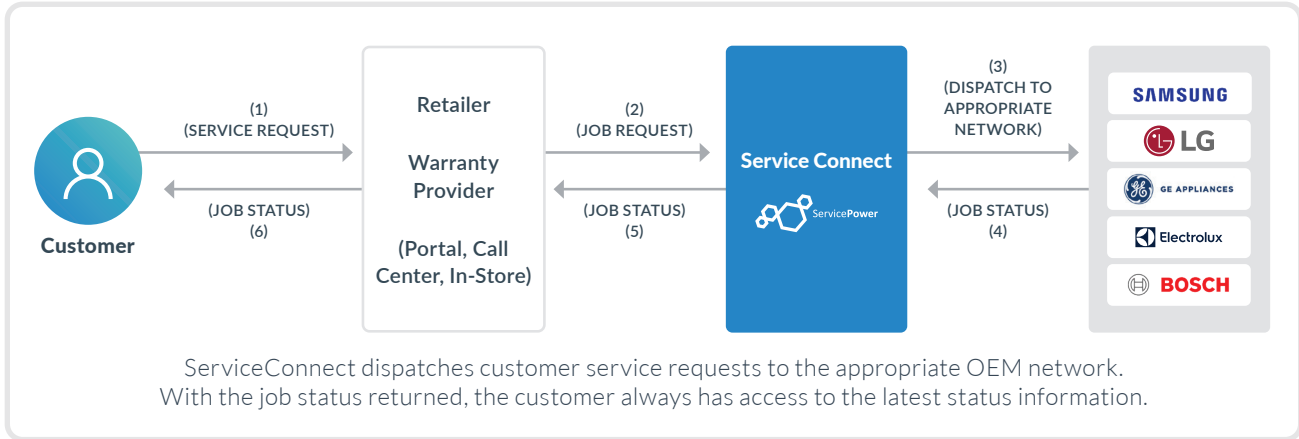
Extend capacity by leveraging multiple workforces

Today's customer service-oriented retailers, third-party administrators, and home warranty administrators are faced with shrinking workforces due to increased retirements and a shortage of skilled technicians. Seamless integration with the world's leading OEMs can overcome these challenges by providing the ability to easily book jobs with the OEM's employed and third-party workforces.

ServicePower is the industry's only platform that provides connectors to automate the seamless dispatching of jobs to the best resources for servicing OEM equipment. ServiceConnect provides a complete set of connectors that allow the bidirectional flow of jobs and statuses between retailers, TPAs, home warranty companies, and their OEM partners.

This electronic connection eliminates the manual dispatch of jobs, providing an extremely efficient method to dispatch work across the workforce. This helps your organization exceed customer expectations while ensuring you maintain control of your job dispatching for large manufacturers.

Automated OEM connector integration for seamless integration with OEM workforces.



**ServiceConnect
Employed Workforce Connectors**

- GE Appliances
- Electrolux
- LG
- Samsung
- A&E

**ServiceConnect
Third-party Workforce Connectors**

- LG
- Electrolux
- Bosch

OEM Workforce Dispatching

Improve service performance by automatically and seamlessly dispatching installation, repair, and maintenance jobs to preferred OEM field technicians. The industry's only pre-built connectors for the world's leading OEMs provide the ability to direct work to OEM's preferred workers – employed or contractors. This powerful integration strengthens your OEM partnership and boosts customer satisfaction by providing the best worker for each job.

Blended Workforce Support

ServiceConnect facilitates the connection between your organization and major OEM workforces. It provides the flexibility to dispatch work to either the OEM's employed workforce or to its third-party contractors. The connectors leverage business rules logic to enhance your support for these major manufacturers by intelligently dispatching jobs.

Customer Satisfaction

Improve customer satisfaction by ensuring customers receive preferred OEM field technicians – employed by the OEM or by its service providers. These technicians are best qualified to install, repair, and maintain the manufacturer's products.