



Deliver Quality Service Experiences

Increased Alignment with Business Objectives

Higher Agility at Lower Costs

Build Brand Loyalty

ServiceInsight enables dynamic utilization of employed and third-party workforces for service delivery. Positioning your organization for success, ServiceInsight provides the agility, control and accountability needed to transform your field service experiences. Configurable business rules leverage blended workforces and drive exceptional consumer experiences. Take ownership of the service life cycle with ServiceInsight and improve successful outcomes and brand loyalty.



#### Increased Control of Consumer Experiences

Send the right technician at the right time, resulting in increased consumer satisfaction and improved operational control over technician accountability.



#### Increased Agility and Scale

Quickly scale to capacity, geography or skills without the time and cost of recruitment to drive consistency without impacting quality.



#### Improved Utilization of Workforce

Improve overall workforce availability, performance and quality by increasing utilization resulting in higher capacity and usage.



#### Greater Visibility and Transparency

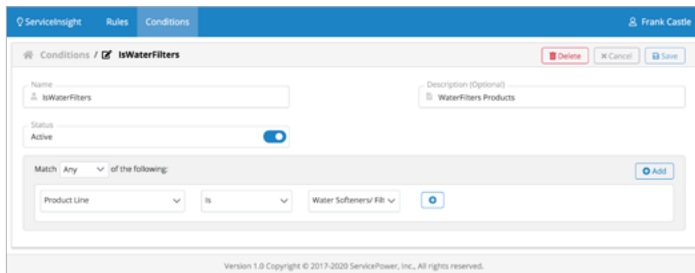
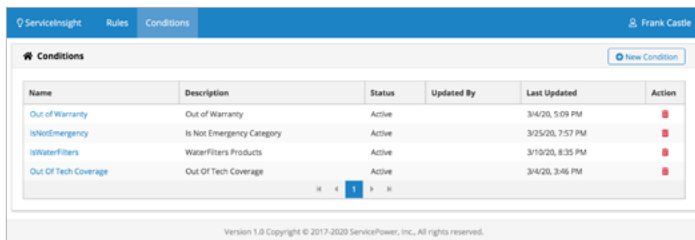
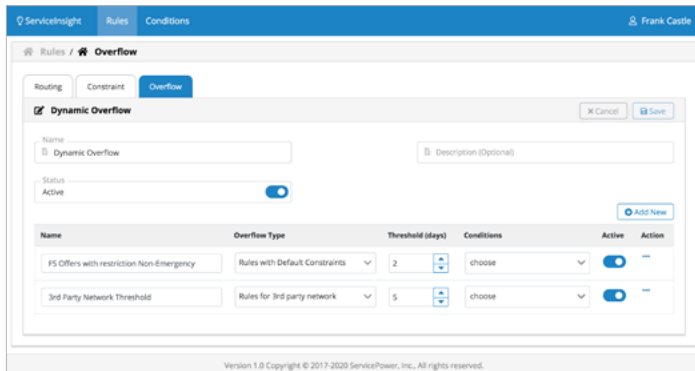
Rapidly visualize business value and report across the entirety of the blended workforce to improve and adjust service delivery.



# Deploy a Blended Workforce Using ServiceInsight.

ServiceInsight's dynamic rules engine enables customizable service delivery rules to automate intelligent routing of jobs between employed and third-party workforces, maximizing business outcomes.

Visualize business value and report across the entirety of your blended workforce. Easily modify rules, allowing the flexibility to work with employed or contracted workforces based on your specific business needs.



## Solution Capabilities

- Seamlessly define, deploy, and manage a blended workforce with employed and third-party technicians
- Configurable service delivery rules based on business drivers
- Dynamically adjust and implement service delivery rules in real-time
- Tier and prioritize service delivery rules to match business drivers
- Report across the comprehensive blended workforce
- Comprehensive reporting and analytics with immediate visualization
- Simple and powerful configuration UI that reduces learning curve
- REST APIs for seamless integration

“Best vendor for scheduling work automatically for technicians & subcontractors”



Get In Touch

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