

## Empowering Your Field Technicians With Mobility

Equip your field technicians to provide wow worthy customer service while increasing first-time fix rate and response times with ServiceMobility, ServicePower's complete mobile solution for field service organizations



ServiceMobility enables service organizations to manage field resources in real-time, allowing them to monitor and react to events as they occur.

ServiceMobility is a powerful and innovative mobile field service solution designed to enable field employees to increase efficiency, first-time fix rates, reduce costs and deliver superior customer service. The solution is device-agnostic and supports the evolving deployment needs of organizations, including single device and BYOD (bring your own device) strategies. ServiceMobility has been designed to work seamlessly with both employed field resources and third-party contractor networks.

**OUR UNIQUE MOBILE PLATFORM** Using cutting-edge HTML5 and JavaScript technologies, ServiceMobility has been built from the ground up to specifically target the field service industry. While leveraging web technologies, ServiceMobility still maintains the performance, off-line capabilities, swipe gestures and look and feel of a native application. In addition, ServiceMobility is easily deployed to any device through simple URL sharing, mobile device management (MDM) solutions or via the AppStore or Google Play.



## ServiceMobility Benefits

Real-time job status and GPS location updates

End-to-end work order management

Inventory search, transfer, accept loads, physical counts

Parts search, usage, returns and ordering

Asset schematics, history, service codes and configurable data collection

Photo and video capture

In field payment collection and signature capture

Email customer invoices

Automated time tracking

Social collaboration

Extensible dynamic forms, custom views and input fields

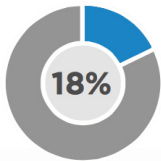
Integrated mapping with turn-by-turn directions

RESTful web service integration

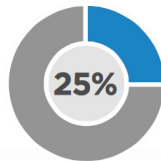


ServiceMobility can be implemented standalone or together with ServiceScheduling and ServiceOps as part of a complete field management solution. ServiceMobility is offered as a hosted on-premise or SaaS deployment.

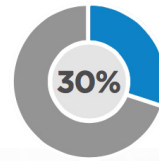
**Field service leaders reported that implementing a mobile strategy at their organization provided these benefits:**



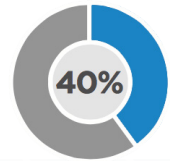
IN SERVICE VISITS PER  
TECHNICIAN



REDUCTION IN SERVICE  
CALLS PER VISIT



INCREASE IN  
SERVICE REVENUE CONTRI-  
BUTION PER TECHNICIAN



REDUCTION IN LOGISTICS  
COSTS  
(As percent of overall opera-  
tions costs)

**ABOUT SERVICEPOWER** ServicePower Technologies Plc, is the only company that provides a complete global, mobile, field management platform enabling clients to mix labor channels, utilizing employed, contracted resources, and on demand resources while controlling all elements of the field service lifecycle, from planning, to execution to analysis. We offer a range of integrated software products and services that are used by some of the leading manufacturers, third party administration, insurance, and telecommunications companies, worldwide.

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