RESULTS DELIVERED

5,000+
Service Companies Within
the Premier Network

38,000
Zip Codes Across the
United States

40%
Increase in First-Time Fix Rate

50%
Increase in Claim-Processing
Efficiencies

Building a network of third-party service providers doesn't happen overnight. It can take a substantial amount of time to grow a network of quality service companies and can be a large upfront financial burden to an organization.

ServicePower's Premier Network of providers consists of more than 5,000 vetted and qualified service companies with coverage across 38,000 US zip codes. We enable organizations to scale their third-party networks quickly, starting on day one. Already have a partial network? ServiceNetwork allows you to supplement your existing network with our broad coverage on an as-needed basis.

With the ServiceNetwork solution, organizations are able to not only leverage ServicePower's extended premier service network, but also dispatch work, submit claims, and receive payments, creating an end-to-end automated service experience.

Service**Power**   *TRUSTED BY GLOBAL BRANDS*   GBS   SERVIFY   square trade | an Allstate company

ServicePower's ServiceNetwork solution enables instant third-party scalability. Leverage our Premier Network of quality contractors and automate your dispatch and claims operations, resulting in rapid ROI and improved operational efficiencies.

ServiceNetwork Solutions

Network Leasing

- 5,000+ service companies and coverage in 38,000 of the 42,000 zip codes across the United States
- Focus on major appliance and consumer electronics organizations
- Augment our predefined network with existing relationships

Third-Party Dispatch

- Intelligently manage and dispatch to a contracted workforce
- Dispatch the best contractor based on eligibility, rules, ranking, and scheduling logic via system intelligence
- Receive real-time field status updates on in-progress jobs


Claims Management

- Receive real-time, configurable claim adjudication, validation, and customizable audits to meet unique business requirements
- Access instant, web-based claims filing and processing and analysis against entitlement
- Reduce fraud with adjudication and audit logic, ensuring only valid claims are eligible for payment

Payment Processing

- Provide consolidated payment for service companies across multiple customers, leading to higher job acceptance rates
- Reduce burden of servicer payment and IRS tax filing
- Process both individual paper check and EFT payments per servicer preference

Optional Solution Add-Ons
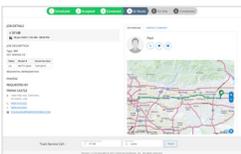
Customer Engagement

- Empower and delight customers by providing real-time job status updates, technician location, and two-way communications, improving visibility throughout the service lifecycle
- Ensure high-quality service every time with self-service scheduling to both employed and contracted workforces
- Receive online and on-demand entitlement checking, real-time, triggered status updates, and document and photo upload and sharing

Reporting and Analytics

- Improve operational visibility and decision making with custom dashboards and real-time KPIs
- Generate reports easily with drag-and-drop capabilities, including an extensible data model
- Access reports including operating margins, schedule and service costs, customer satisfaction, fraud and trend analysis, productivity reporting, and more

Get In Touch

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