



PROVEN RESULTS

27%
increase in Net Promoter Scores
with customer portal

15%
increase in field productivity
with optimized scheduling

73%
of companies with a blended
workforce outperform competitors
with employed-only staff

68%
increase in productivity with
real-time AI-based schedule
optimization

The elevator and escalator market involves numerous **players**, including the manufacturing, distribution, inspection, maintenance, and repair of the motorized equipment.

It is important for service providers to maintain a seamless and efficient field service operation, so they can focus on keeping elevators properly maintained and safe. ServicePower's platform offers a range of functionality such as schedule optimization, mobility solutions for technician service and productivity, and consumer portals which help keep the end-customer notified.



Streamlining repair, maintenance and inspections for elevator operations.

We are a global leader in field service management for building technologies, including elevators and escalators. Companies using elevators can seize the opportunity to quickly boost the job quality and workforce productivity, reduce unnecessary downtime and scheduling gaps caused by inadequate planning and scheduling, leading to increased customer satisfaction brand image.

Solutions for the Elevator Technology Industry



Customer Engagement

Deliver exceptional service experiences and achieve high customer satisfaction with a self-service digital portal that delivers real-time job status and communications with lift technicians while also reducing call center calls and expenses.



Real-time Schedule Optimization

Real-time AI-based scheduling optimization, rather than typical daily batch scheduling and routing, maximizes productivity and efficiency for improved schedule adherence.



Mobility

Give lift technicians the processes, tools and information they need in the palm of their hand, ensuring increased productivity and on-time job completion.



Intelligent Workforce Management

Achieve total control and accountability of end-to-end service delivery through intelligent and dynamically defined business rules to leverage both employed and independent elevator technicians.



Contractor Onboarding and Dispatch

Comprehensive end-to-end process that reduces customer risk, increases technician efficiency and compliance.



Third-Party Dispatch

Improve operational efficiency by dynamically dispatching the best contracted resource for each job based on eligibility, rules, skills, availability, and ranking.



Reporting and Analytics

Monitor business performance and KPIs through dashboards, alerts and reports to adjust strategies in real-time.

Get In Touch

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