ServicePower

BLENDED WORKFORCE

Productive, engaged employees and qualified contractors, always available, for *every* job.

Tech shortages, seasonal demand, and the challenge to reach all desired geographic regions all create a need to leverage a blend of employed and contracted workforces to better serve your customers, operate efficiently, and grow your business. By taking advantage of both workforce types and giving them the tools to help them in their jobs, you eliminate any staffing gaps while still maintaining quality control in the service delivered.

The result is happy customers, productive and engaged employees, and happy contractors that are focused on doing even more business with you. ServicePower's Blended Workforce solution is the industry's only solution that seamlessly manages employed and contracted workforces.

Results

20% improvement in customer satisfaction

40% increase in first-time fix rates

30% increase in completed service calls per day

70% reduction in call center volume

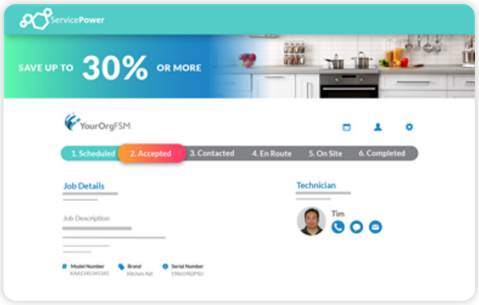
15% reduction in travel costs

Customer Self-Service

- Truth-based scheduling to select desired service time slots
- Real-time field worker tracking and communication
- White labeling, branding, and theming

"An incredible platform. ServicePower improves the user experience – the client can track scheduled visits in real-time and interact with assigned personnel."

Gartner Peer Insights™ | 5.0



Scheduling

- Real-time intelligent schedule optimization of your field employees
- Dynamic, traffic-enabled route optimization
- Intra-day schedule updating to accommodate customer requests

"ServicePower's automated AI-powered scheduling and real-time adjustments improve our workforce productivity and customer satisfaction every day, with every customer interaction, resulting in increased profitability for the organization."

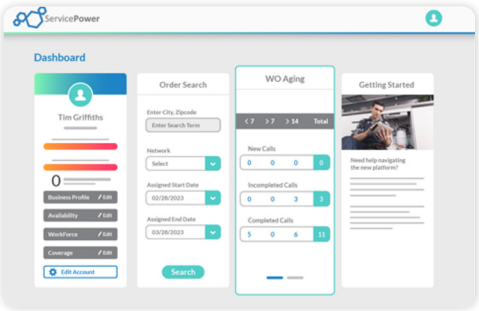
Pre-Job Process Owner, Siemens

Dispatch

- Dispatch faster and reduce turnaround time
- Overcome labor shortage challenges
- Scale your business as demand increases

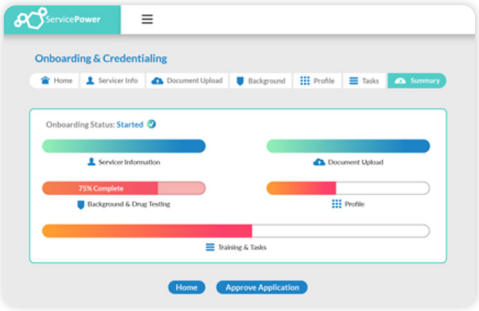
ServicePower is really helping us beginning to end, how we send and communicated service calls to our independent service providers."

Senior Director of Customer Care, Electrolux



Contractor Management

- Easy-to-use wizard to onboard and manage contractors
- Configurable logic for eligibility, ranking, and rules
- Compliance, credentialing, and risk management including background checks and drug testing



Mobile Access

- Access to customer and operational information at field worker's fingertips
- Mobile access to parts catalog, inventory, status, and pricing information
- Mobile payment processing and invoice generation

"Enhanced our customer engagement process."

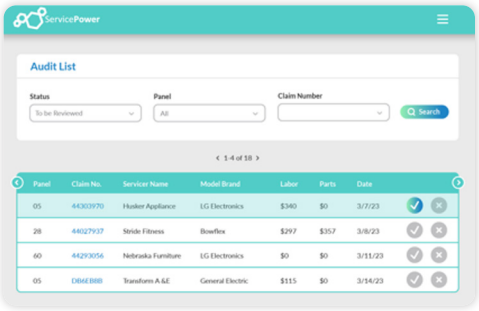
Gartner Peer Insights™ | 5.0

Contractor Reimbursement

- Reimburse contractor faster to build loyalty
- Automate payment processing to reduce costs and eliminate fraud
- Automated adjudication with built-in validation and auditing

"ServicePower's self-service portal and warranty claim reimbursement management shorten interaction times for customers."

Gartner® Field Service Management Magic Quadrant™



Analytics

- Extract and leverage real-time KPIs for a 360-degree view of your business
- Alerts and notifications based on SLAs and your unique requirements
- Real-time data refresh

"From a reporting management perspective, it's really important for me to be able to manage my network of people and the performance of that network of repairers, right down to whether they are meeting SLAs and the cost element, and that's one way I use ServicePower."

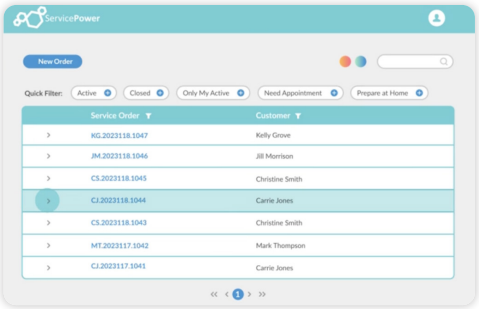
Manager, Consumer Electronics Services, John Lewis & Partners

Work Order Management

- Automatic management of all work order management tasks
- Designed to meet the specific requirements of field service organizations
- Appointment booking based on parts availability and arrival
- Automatic assignment of jobs to best available employee or contractor for blended workforces

"ServicePower has significant depth compared with competitors."

Gartner® Field Service Management Magic Quadrant™



Network Access

- Leverage the ServicePower Premier Network (SPPN) of over 4,000 highly-skilled and vetted service companies
- Coverage of over 40,000 zip codes across the United States and Canada
- Dispatch the best contractor for every job — based on your rules of eligibility, ranking, and availability

"Manufacturers, third-party administrators and warranty providers can use ServicePower's lists of available contractors, as well as its access to the lists of many large appliance manufacturers and nationwide repair companies, to book work seamlessly with subcontractors."

Gartner® Field Service Management Magic Quadrant™