



# Transforming Your Field Service Experiences

Ignite the Customer Journey

**ServicePower is dedicated to transforming the field service experience, with its mission to deliver delightful and transparent service experiences.** As the only platform that manages both employed and contracted technicians and other field service workers, ServicePower offers rich capabilities to optimize the schedules of workers, empower field service workers, and onboard, dispatch, and manage contractors.

ServicePower provides a seamless customer experience solution that includes a digital self-service platform with real-time technician tracking, notifications, and job management. With innovation AI-based schedule optimization, organizations experience unparalleled utilization and productivity of field workforces.



## ServicePower delivers

27%

increase in  
NPS scores

\$35M

reduction in  
Operating Costs

30%

improvement in Customer  
Satisfaction rates



“What I like about ServicePower is the ease of use and the focus on great outcomes. Their tools make the engineers lives easier and allow us to make promises to the customer that we are confident about keeping.”

–Andrew Keating, Group Service Director, BDR Thermea

# Markets Served

ServicePower supports a wide variety of service and product industries that deliver field service to their customers.



Home Appliances &  
Consumer Electronics



HVAC & Security



Insurance  
(Home/Auto)



Warranty & Third  
Party Administration



Retail

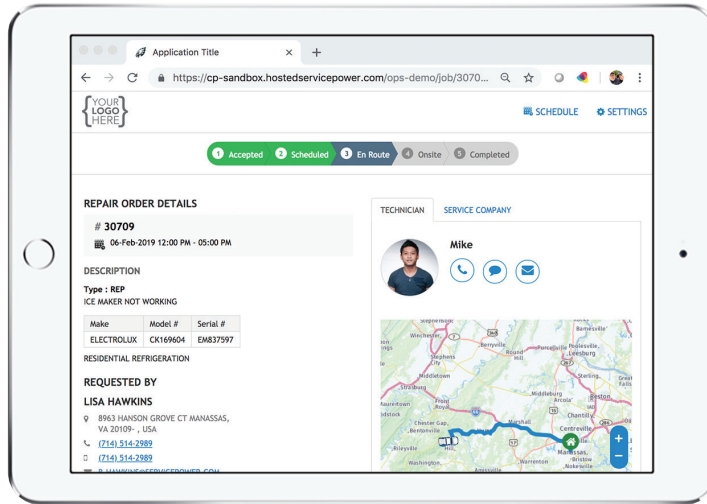


# Suite of Solutions





# Enabling a Seamless Customer Journey



- 1 Service Event (Customer or IoT)**  
Personalized, Simple & Quick Product Registration, Warranty Entitlement
- 2 Schedule Service**  
Schedule, Re-schedule with "Truth-based" Appointment Slots or Cancellation
- 3 Tracking Technicians**  
ETA Updates, Schedule Compliance & Communications
- 4 On-site Repair**  
Productivity & Efficiency
- 5 Post Service**  
Customer Surveys, Dashboards and Warranty Claims

Maximizing satisfaction with customer journeys has the potential not only to **increase customer satisfaction by 20%** but also to **lift revenue by up to 15%** while **lowering the cost of serving customers by as much as 20%**.

Source: McKinsey Insights

# Pre-Packaged Solutions

## ServiceCX

Solution to deliver self-service, increase customer satisfaction and experience

- Customer Portal
- Scheduling/Dispatch

## ServiceISP

Solution to manage onboarding, credentialing, dispatch and claims for third party

- Contractor Management
- Dispatch
- Claims Management

## ServiceDEPOT

Solution to manage entire lifecycle of depot repair

- Customer Portal
- Claims



“Dispatch and Claims have been a differentiator for us and the level of service we provide. **ServicePower is a key reason that our business has grown as much as it has.**”

– Dawn Taylor, President, Centricity

# Significant Results Delivered

**27%**

Improvement in  
Net Promoter Score (NPS)

**\$1.8M**

Annual savings from reduction  
in FTEs due to improved  
technician productivity

**28%**

Improvement in customer  
satisfaction rates

**\$35M+**

Savings by eliminating  
fraudulent claims

**45%**

Increase in service calls  
completed per day

**\$1M**

YoY savings using  
scheduling optimization

**33%**

Reduction in claims  
processing times

**50%**

Reduction in service  
appointment windows

**15%**

Reduction in technician  
travel times



# The ServicePower Advantage

---



Transforming the End-Customer Experience



Significant Service Provider Network



Rich Solutions for Employed and Third-Party Workforces



Focused on Field Service Management & Delivering Fast Time to Value



Comprehensive Third-Party Management Solutions



Architected for IoT-Driven Service Events

“**ServicePower has eliminated our paper in its entirety, making our field management unbelievably better.** Routing and schedule optimization greatly improved our technician efficiency, resulting in a great experience for our customers.”

–Cosmo Adamo, Vice President of Service, BrandsMart U.S.A.

# Managed Services

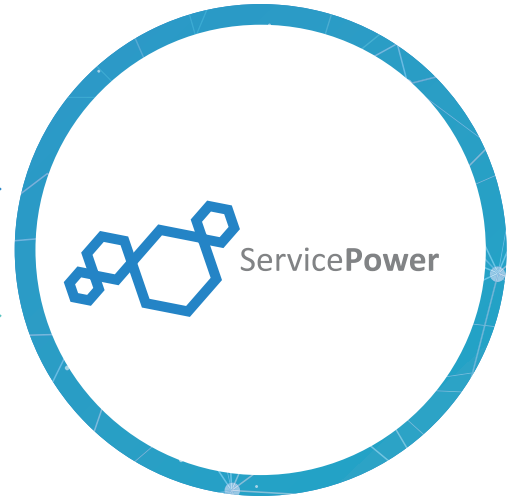
Trust ServicePower's field service management experts to manage your third-party network and deliver an exceptional customer experience

## Overflow

Augment additional service capacity when needed

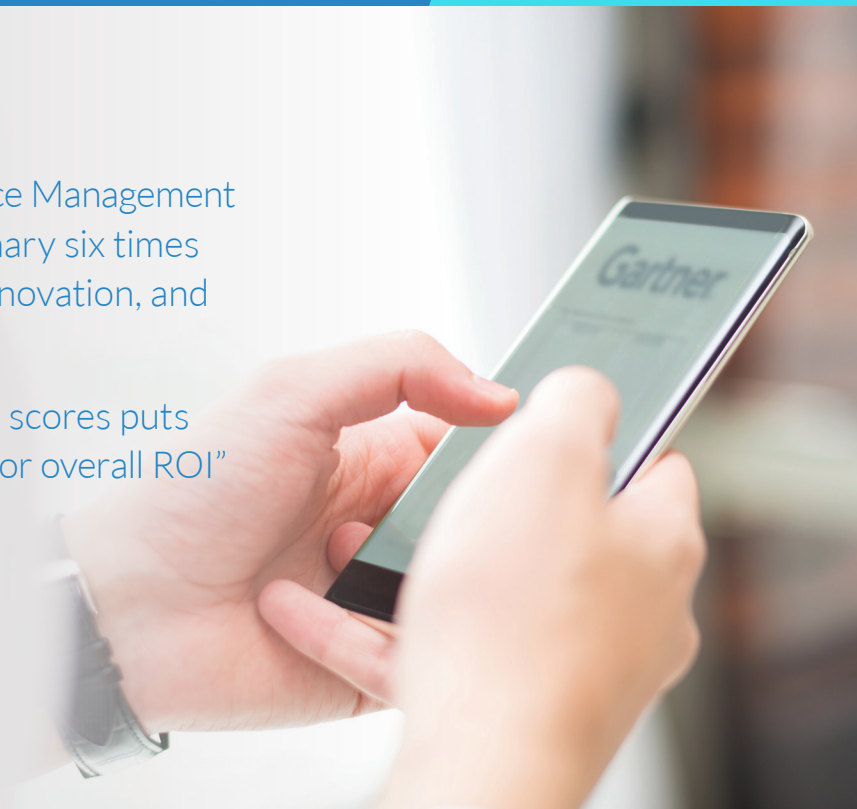
## Fully Outsourced

Complete outsourcing of the entire service lifecycle



Gartner's Magic Quadrant for Field Service Management Report has named ServicePower a Visionary six times on the basis of product depth, product innovation, and subcontractor-driven industry vision.

Gartner states that "Reference customer scores puts ServicePower in the top third of vendors for overall ROI"



To learn more visit [servicepower.com](https://servicepower.com)

[ServicePower.com](https://servicepower.com) | 703.287.9800

