



## SERVICEPOWER FIELD SERVICE MANAGEMENT

# Creating exceptional customer experiences that improve your efficiency, quality, and profitability

As customer expectations and demands continue to evolve, field service organizations must navigate an uncertain and complex environment to deliver exceptional service throughout the customer journey, regardless of the makeup of their field service workforce.

ServicePower provides the most modern, advanced, and connected field service management solution that is backed by decades of field service expertise throughout the organization. The solution helps transform your field service experiences at every step of the way so you can wow your customers with every transaction and interaction.

### Global Reach

ServicePower solutions are transforming the field service experiences for organizations around the globe.

25+

over 25 years of field service management experience

26

deployed in 26 countries

35M

over 35 million annual service events processed

18K

partnerships with over 18,000 independent service companies

100K

dispatch work for over 100,000 mobile field workers

\$1B

processing and payment of over \$1 billion in annual warranty claims

\$450M

we transact almost half a billion dollars of parts annually in the ServicePower platform

50%

market share of over 50% of the major appliances OEM warranty market share (U.S. & UK)

## Global Brands

ServicePower is the field service management provider for many of the world's most recognizable brands, helping them improve the customer experience, lower costs, increase revenue and customer retention, enhance sustainability efforts, improve operational efficiencies, and improve field worker satisfaction retention. A sampling of clients includes:



BDR THERMEA GROUP



SIEMENS

BAXI



## What Our Customers are Saying

"As consumers demand more information and status, **implementing ServicePower's customer portal makes it easier for the consumer** and saves us the hassle of getting a call for minor changes."

Senior Director of Customer Care, Electrolux

"ServicePower Scheduling is fundamental to our service delivery. It enables us to give truth-based appointments to our customers and has allowed us to **drive an efficiency level of over a 200% improvement.**"

Customer Services Director, Ideal Boilers

"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."

Group Service Director, BDR Thermea

"**ServicePower has been a differentiator for us in the level of service we provide.** It's one of the key reasons our business has been able to grow as much as it has."

President, Centricity

## Industry Recognition

ServicePower continually receives recognition and awards from leading independent analysts.

Six-time recognition as a Gartner®  
Visionary in the Field Service  
Management Magic Quadrant™

IDC SaaS CSAT Award for  
Field Service Management

Frost & Sullivan Field Service  
Management Customer Value  
Leadership Award

**“ServicePower has significant depth compared to competitors.”**

Gartner

**“Reference customers gave ServicePower the highest scores  
of any vendor in this MQ for the time to achieve an ROI.”**

Gartner

## Solution Portfolio

ServicePower offers the industry's only support that matches your unique requirements, whether an employed workforce, contracted workforce, or a blend of the two. We'll ensure your customers are delighted, your field workers happy and engaged, and your business is more efficient and profitable.

SOLUTIONS:

### EMPLOYED WORKFORCE

### BLENDED WORKFORCE

### CONTRACTED WORKFORCE



Scheduling



Mobile Access



Customer  
Self-Service



Work Order  
Management



Analytics



Contractor  
Management



Dispatch



Contractor  
Reimbursement

CAPABILITIES:

.....  
APPLY TO ANY SOLUTION