

CONTRACTED WORKFORCE

Qualified contractors, selected quickly, *every time.*

ServicePower's Contracted Workforce solution intelligently onboards, credentials, and selects the most qualified contractor for every job, ensuring consumers are getting exceptional service, every time.

From the moment of the job request to closure, you can rest assured that fast, connected, and personalized service is being delivered. The result? Happy consumers and happy contractors who will keep delivering excellent service on your behalf and improved organizational KPIs.

Need help sourcing contractors? We've got you covered there too. ServicePower's Premier Network is a group of pre-qualified, highly skilled contractors that are already vetted and ready to fulfill your jobs.

Results



20%

improvement
in customer
satisfaction



27%

improvement
in NPS



70%

reduction in
call center
volume



40%

increase in
first-time fix
rates



80%

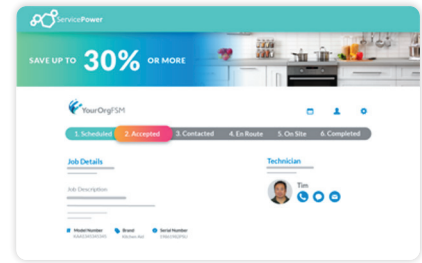
increase in
automation
resulting in
faster payment
approvals

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

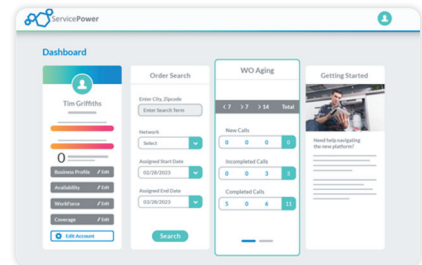


Dispatch

- ✔ 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

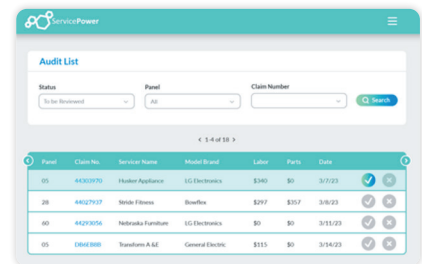


Contractor Reimbursement

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

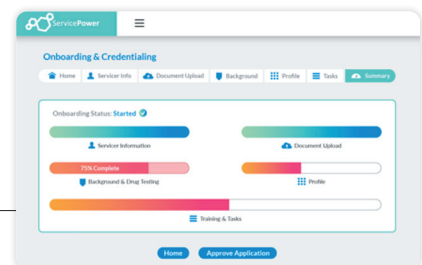
"ServicePower's self-service portal and warranty claim reimbursement management shorten interaction times for customers."

Gartner® Field Service Management Magic Quadrant™



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



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



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™