ServicePower

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
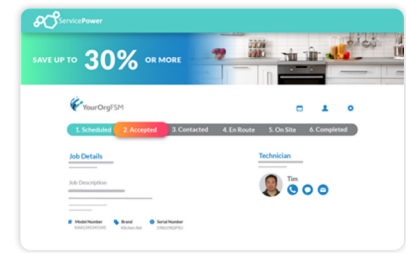
40%
increase in first-time fix rates

80%
increase in automation resulting in faster payment approvals

servicepower.com

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."
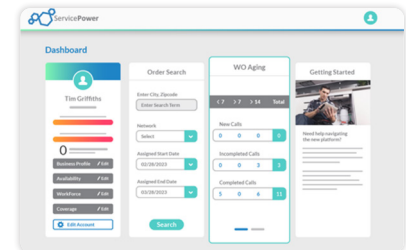
Gartner Peer Insights™ | 5.0

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."
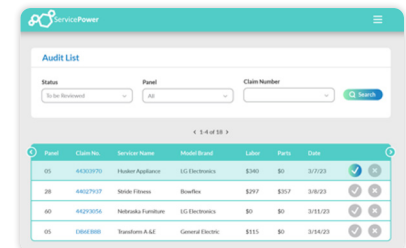
Senior Director of Customer Care, Electrolux

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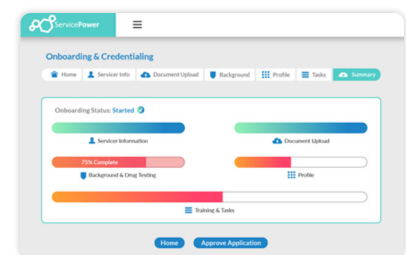- ✅ Automated adjudication with built-in validation and auditing

"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

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 contractor

"ServicePower has significant depth compared with competitors."

Gartner® Field Service Management Magic Quadrant™

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