



PROVEN RESULTS

**27%**  
increase in Net Promoter Scores  
with customer portal

**15%**  
increase in field productivity  
with optimised scheduling

**73%**  
of companies with a blended  
workforce outperform competitors  
with employed-only staff

**68%**  
increase in productivity with  
AI-based schedule optimisation

Security systems work to protect homes and businesses with security cameras, motion sensors, entry sensors, glass break sensors, smoke detectors, and more. Numerous companies make up the ecosystem to manufacture, distribute, inspect, maintain, and repair these security systems.

Service providers need to maintain a seamless and efficient field service operation so they can focus on keeping security systems maintained and functioning properly. ServicePower's platform offers a range of functionality such as schedule optimisation, mobility solutions for technician service and productivity, and consumer portals which help keep the end-customer notified.



# Streamlining installation, repair, maintenance, and inspections for security systems operations.

We are a global leader in field service management for home and business security systems. Security system companies can seize the opportunity to quickly boost the job quality and workforce productivity, thereby reducing unnecessary downtime and scheduling gaps caused by inadequate planning and scheduling. This results in increased customer satisfaction and improved brand image.

## FSM Solutions for Security Systems



### Customer Engagement

Deliver exceptional service experiences and achieve high customer satisfaction with a self-service digital portal that delivers real-time job status and communications with field technicians — so your customers always have the latest job information.



### Schedule Optimisation

Dispatch the best field technician resource at the least cost, and in the shortest time. AI-based scheduling optimisation maximizes productivity and efficiency for improved schedule adherence.



### Mobility

Increase productivity, improve on-time job completion rates, and drive install rates by giving field technicians modern processes and tools and putting the information they need in the palm of their hand.



### Intelligent Workforce Management

Achieve total control and accountability of end-to-end service delivery through intelligent and dynamically defined business rules to leverage both employed and independent technicians.



### Contractor Onboarding and Compliance

Comprehensive end-to-end process that reduces customer risk and increases technician efficiency and compliance.



### Third-Party Dispatch

Improve operational efficiency by dynamically dispatching the best contracted resource for each job based on eligibility, rules, skills, availability, and ranking.



### Reporting and Analytics

Monitor business performance and KPIs through dashboards, alerts and reports to adjust strategies in real-time.

## Get In Touch

servicepower.com info@servicepower.com +44 161 476 2277

