ServicePower

EMPLOYED WORKFORCE

The right field worker at the right place with the right parts, *every time*.

ServicePower's Employed Workforce solution provides real-time intelligent schedule optimization along with mobile access tools and information to keep your field workers productive and happy. The result is exceptional, personalized service for your customers, every time. And with ongoing intraday schedule adjustments as circumstances change and unexpected events dictate, and a branded consumer self-service portal, your field service operations stay on track, efficient, and profitable.

In addition, data-driven insight is delivered through the industry's most powerful and collaborative dashboards and reports to give you real-time access to your KPIs.

Results

20% improvement in customer satisfaction

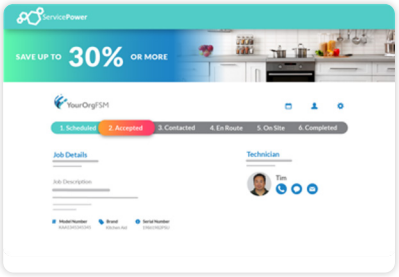
70% reduction in call center volume

40% increase in first-time fix rates

30% increase in completed service calls per day

15% reduction in travel costs

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

Scheduling

- Real-time intelligent schedule optimization of your field employees
- Dynamic, traffic-enabled route optimization
- Intra-day schedule updating to accommodate customer requests

"ServicePower's automated AI-powered scheduling and real-time adjustments improve our workforce productivity and customer satisfaction every day, with every customer interaction, resulting in increased profitability for the organization."

Pre-Job Process Owner, Siemens

Mobile Access

- Access to customer and operational information at field worker's fingertips
- Mobile access to parts catalog, inventory, status, and pricing information
- Mobile payment processing and invoice generation

"Enhanced our customer engagement process."

Gartner Peer Insights™ | 5.0

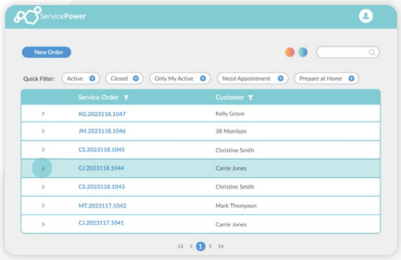
Analytics

- 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 employee

"ServicePower has significant depth compared with competitors."

Gartner® Field Service Management Magic Quadrant™