

# POWER AND UTILITIES

## Customer experiences and technician productivity, elevated.

Set your organization apart with exceptional consumer experiences while improving operational efficiencies and increasing customer acquisition and retention.

Seamless management of employed, contracted, or blended workforces to enable streamlined end-to-end processes. Bolster decision-making with insightful field service analytics to improve field service job efficiency, and increased technician and customer retention.

### Results

# 27%

increase in Net Promoter Scores with a self-service portal

# 15%

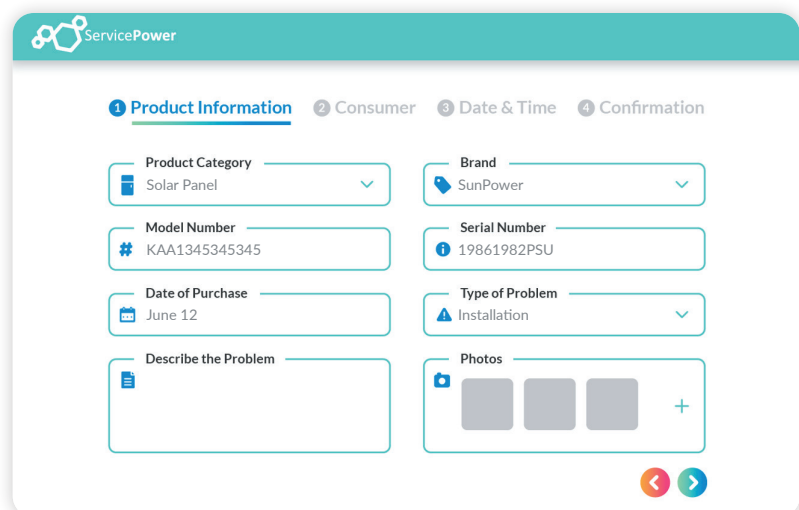
increase in field productivity with optimized scheduling

# 68%

increase in productivity with real-time AI-based schedule optimization

### Capabilities

- ✓ Consumer Self-Service
- ✓ Scheduling
- ✓ Mobile Access
- ✓ Work Order Management
- ✓ Contractor Management
- ✓ Dispatch
- ✓ Analytics



The screenshot shows the ServicePower mobile app interface. At the top, there's a teal header with the ServicePower logo. Below the header, there's a navigation bar with four steps: 1 Product Information, 2 Consumer, 3 Date & Time, and 4 Confirmation. The 'Product Information' step is active. The form contains several fields: 'Product Category' (dropdown menu with 'Solar Panel' selected), 'Brand' (dropdown menu with 'SunPower' selected), 'Model Number' (text input with 'KAA1345345345'), 'Serial Number' (text input with '19861982PSU'), 'Date of Purchase' (calendar icon with 'June 12'), 'Type of Problem' (dropdown menu with 'Installation' selected), and 'Describe the Problem' (text area). There's also a 'Photos' section with three placeholder images and a plus sign. At the bottom right, there are navigation arrows.