ServicePower

Deliver Faster, Smarter Service with Smart Scheduling.

REPORTING & ANALYTICS

CUSTOMER ENGAGEMENT

WARRANTY CLAIMS MANAGEMENT

SMART SCHEDULING

INVENTORY, ASSET & CONTRACT MANAGEMENT

MOBILE TECH ENABLEMENT

WORK ORDER MANAGEMENT

CONTRACTOR MANAGEMENT

OUTSOURCE MANAGED SERVICES TO SERVICEPOWER
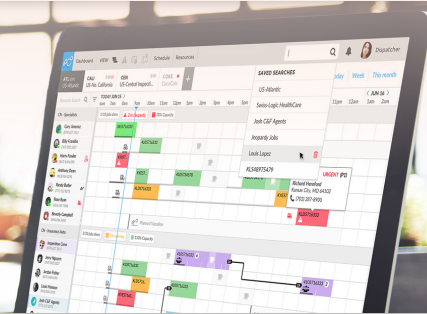
Smart Scheduling, part of our unified suite, increases the productivity and efficiency of your mobile workforce with intelligent optimization while improving the customer's overall service experience through higher schedule adherence and increased first-time fix rates.

Improve the Service Experience

ServicePower provides accurate appointment times to your customers, ensuring the best technician for their requirements arrives on time with the parts, information and technology to complete the job.

Improve Productivity and Reduce Cost

Architected to handle the highest transactional volumes, without failing or batching jobs, ServicePower's **Smart Scheduling** solution improves productivity with AI-based optimization, achieving up to 68% more productivity and 15% less schedule cost than manual or rules-based solutions.

Increase Visibility

ServicePower provides seamless visibility to operations and to your customers. Collaborative, persona-based management dashboards, notifications and real-time communication between customers, technicians and scheduling agents ensures on-demand access to the information required for successful scheduling.

Trusted by global brands

ADT   Allstate. You're in good hands.   Electrolux   GE APPLIANCES a Haier company   tyco Integrated Security   USAA

Millions of jobs scheduled have proven the benefits and power of our cutting edge optimization, its ability to support evolving business requirements and the latest technologies.
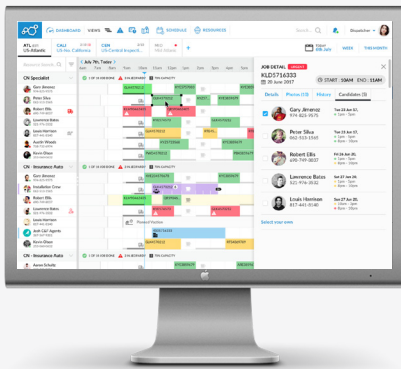

Smart Scheduling Gantt

- AI-driven, annealing algorithms
- Configurable workforce and schedule cost parameters
- Optimisation based on your business KPIs
- Intra-day updates, changes and bookings
- Scheduling with required and available inventory
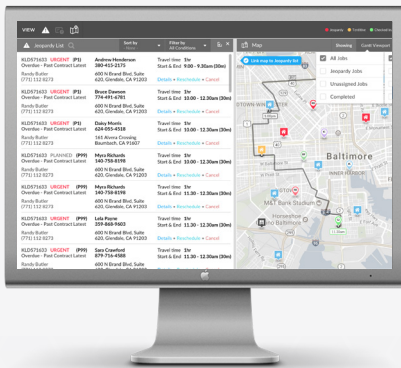
Integrated Mapping

- Real-time technician geolocations
- Dynamic, traffic-enabled, route optimisation
- Customer and field asset sites
- Warehouse and parts locations
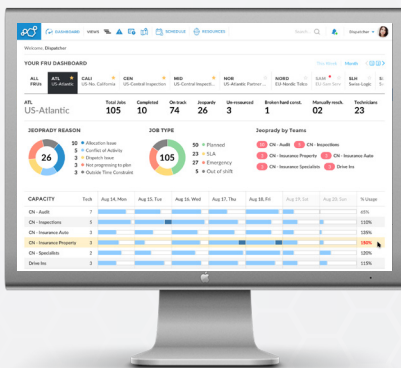
Real-time Reporting

- Configurable dashboard reporting
- Web and tablet enabled for global access
- Enterprise-wide visibility
- Operations planning and performance
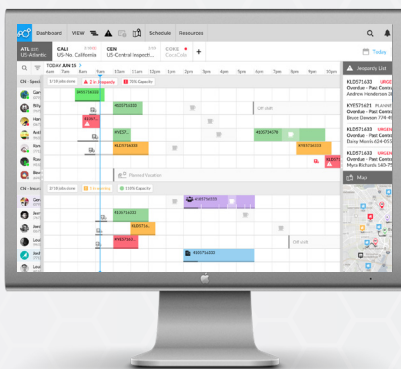
Field Team Management

- Technician skills, certification and availability
- Weighted territories and boundaries
- Job prioritisation and customer availability
- Mobility solution integration

www.servicepower.com