



## THE POWER OF CONNECTED SERVICE





# THE CUSTOMER'S DIGITAL JOURNEY .....

In a consumer-driven world of instant news and 24x7 internet access, the most important element of field service delivery is the customer's digital journey. And, with AI, business intelligence, IoT and Connected Home products advancing on an almost daily basis, the potential for a seamless digital journey is expanding, rapidly.

As you consider the future of your field operations, the sheer volume of emerging technologies could drive a technology-first strategy, forgetting the importance of the customer and their digital journey in the equation.

Best in class field service operations must now select technology that individually **EMPOWERS** each of the stakeholders in the service ecosystem-consumers, field technicians and operations personnel- and **CONNECT** them on the digital service journey to deliver great service and achieve operational efficiencies.





# DELIGHTING CUSTOMERS

## Consumer Empowerment

Delighting customers is about exceeding expectations. Prompt responses to communication, timely delivery of service, accessible information, regular updates, courteous and competent engagements and freedom of choice, empowering your customers to engage when and how they desire, with your field service operation.

## Operations Visibility

The engine that powers your field operations and dispatches work can't be overlooked, or under automated. Balancing business and customer demands with inevitable changes requires intelligent multi-workforce technology and solid customer focused processes. Maps that provide real-time traffic and technician location are also critical.

## Technician Effectiveness

With so much emphasis on digital engagement, field technicians are rapidly becoming your company's only face to face brand ambassadors. Enabling technicians with real time communications, instant access to available parts and full onsite process equips techs to deliver great service on their leg of the service journey.



# SERVICE POWER SUITE

ServicePower enables mobile workers to provide faster, smarter service, delighting customers, while improving operational efficiencies, through a unified field service management suite architected for employed and contracted workforce management.



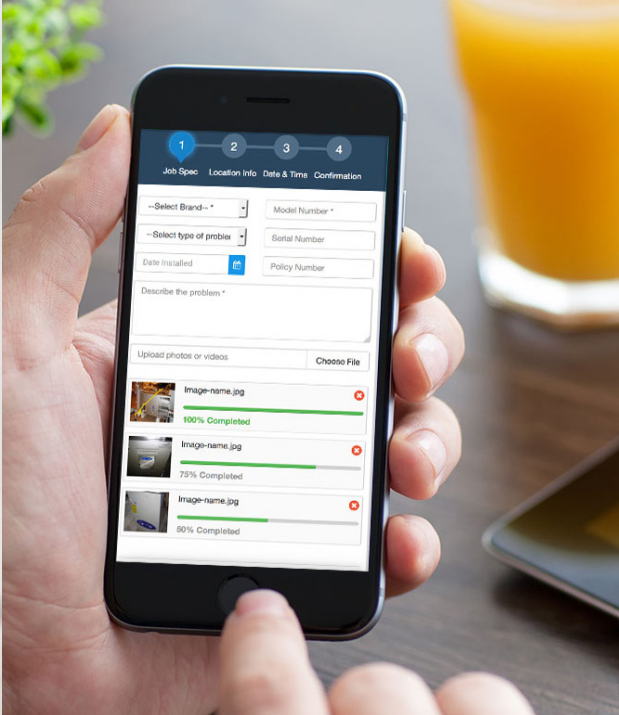
## PROVEN RESULTS

A vehicle inspections company gained 8% in productivity, decreased travel 15% and a demonstrated **a 187% ROI in 3 years.**

“With ServicePower, **LG will have the best providers available when our customers need them**, and continually drive improvement in our network through AI-based logic and real-time scheduling and warranty processing.”

- LG Electronics USA





# DELIVER FASTER SERVICE TO CUSTOMERS

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## Customer Portal

Our customer portal offers on-demand self-service access from any device:

- 24/7 appointment scheduling availability and job information for employed or contracted workforces
- Automated, personalized communications on field service jobs
- Real-time progress updates from field techs

## Schedule Optimization and Dispatch

Intelligent schedule optimization and dynamic contractor dispatching meets customer expectations while improving operations.

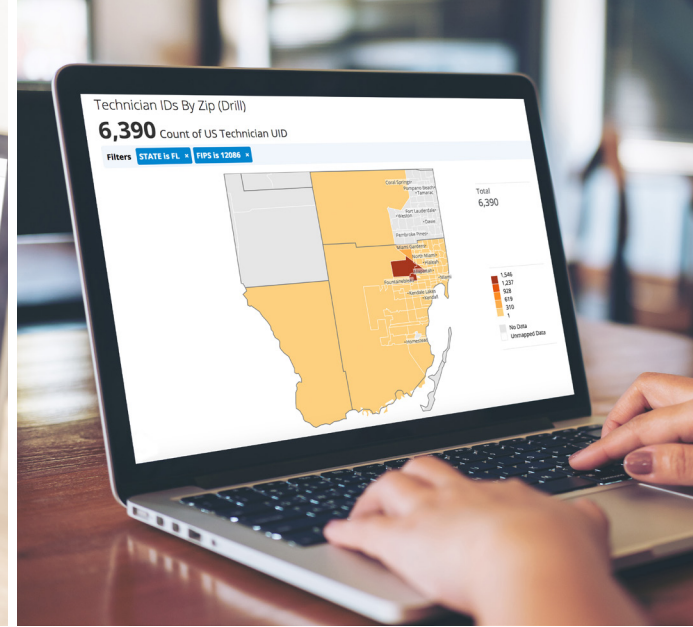
- AI-based schedule optimization handles real time, intra-day changes, complex jobs and SLAs automatically, while decreasing schedule costs
- Integrated mapping proactively offers solutions to otherwise reactive problems
- Dynamic, integrated contractor management streamlines capacity of skilled labor and shortens response time

## Mobile Tech Enablement

Mobile-enabled technicians are prepared with the process, parts and information to complete every job fast, with a single truck roll.

- Instant access to customer, asset and parts information improves first-time fix rates
- Pre-planned, automated processes and forms deliver an efficient customer engagement
- Visibility of schedule and work reduces the risk of delays





# DELIVER SMARTER FIELD OPERATIONS

## Automated Scheduling

Intelligent, automated scheduling and dispatching of both employed and contracted workforces enables field service organizations to maintain a consistently great service experience with any workforce.

- Patented schedule optimization enables large, complex operations as well as SBMs to improve operations and deliver better service
- Intelligent dispatch of work to either direct or contracted workforces to ensure “first time fix”
- Balance business objectives and costs with customer expectations

## Smarter Reporting

Enhance any service organizations' ability to plan and execute field-based activities using the latest in cloud-based, collaborative, reporting to monitor operations, model changes and execute improvement.

- Full service-cycle business intelligence enables data-centric operations management
- Self-service access to preconfigured and customizable ad hoc reporting, collaborative and configurable dashboards and alerts
- Forecasting and predictive modeling to enable your organization to plan for future demand

## Configurable Rules

Configurable rules intelligently adapt to evolving business requirements.

- Determine, automatically, when to utilize both employed and contracted mobile workers, based on current business conditions
- Deploy multi-layer warranty claims rules, audits and data validation to protect warranty reserves, while improving visibility and claims processing times





# DELIVER UNIFIED OPERATIONAL IMPROVEMENT

## Full-Service Lifecycle

Using our Unified Field Service Management Software Suite, you can support the full-service lifecycle across your field operations teams and technologies.

- Seamlessly connect all field service stakeholders from manufacturing to sales, marketing, quality and service
- Deliver exceptional customer experience driven by enterprise-wide visibility

## Hybrid Workforce Management

- Intelligently dispatch jobs and work orders to either employed or contracted technicians, better satisfying customer expectations, while more efficiently optimizing operational performance
- Connected workflows ensure data accuracy and confident decision making

## Single Suite Solution

Achieve a lower total cost of ownership with a single vendor solution.

- Manage consumers, field employees, contractors and contractor claims within ServicePower's unified software solution



# WITH SERVICEPOWER'S PREMIER NETWORK



The ServicePower Premier Network is a fully managed network of 3rd party service providers to enable rapid and high-quality, on-demand servicing across North America and the UK.

Using our Premier Network, ServicePower enables our client to completely or partially outsource field service delivery, particularly in areas lacking coverage, during peak times or for non-staffed or regularly contracted skills.

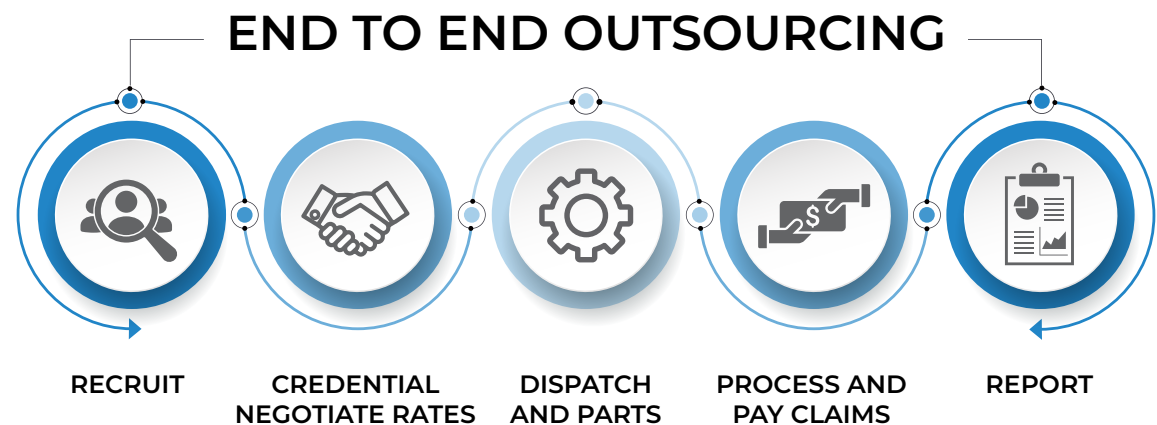
Utilization of our Premier Network is configurable to suit your business needs. For low-volume, clients may simply forward fulfillment information to ServicePower or self-dispatch jobs to our network from our integrated field service CRM. For large volumes of outsourced work, direct integration with ServicePower enables seamless dispatching from your existing CRM to ServicePower's Premier Network, supporting immediate booking, monitoring and job status sharing.





## THE PREMIER NETWORK OFFERING

- Recruitment of a managed network of independent contractors
- Contractor on-boarding/registration
- Credentialing Process
- Contractor Training and Support
- Job Dispatch Process
- Parts Logistics, where applicable
- WIP (open job) management to completion
- Job Statusing
- Warranty Claim Processing
- Contractor Payment/1099 Process





**GE Appliances, ADT, Tyco, LG, USAA, Siemens, and Electrolux**

achieve the “big win”, evolving their service models to maximize profitability, realizing sustainable ROI from efficiency savings and productivity improvement, while driving new, high-value recurring revenue growth for our customers.

**Our truly unique approach to field service will enable you to deliver faster, smarter field operations.**



**CALL US TODAY  
(571) 343 5118**

