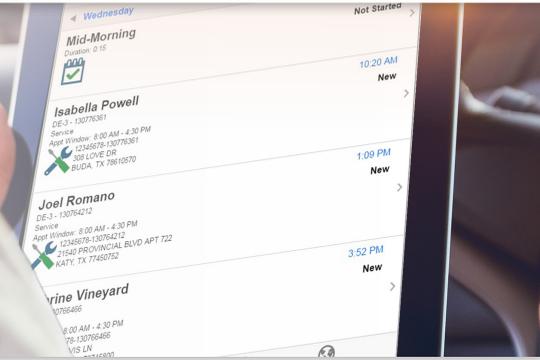


Work Order Management

Deliver Faster, Smarter service to your customers with integrated Work Order Management.



Clear, digitally delivered work orders are critical to enabling field technicians to provide the most complete service experience for your customers.

Field service organizations can use our integrated Work Order Management solution to simplify service delivery - enabling dispatchers to easily assign jobs to field workers, with the associated assets, parts, tasks, estimation and payment processing capabilities, driving better customer satisfaction rates.

4 Simple Steps for Work Order Management Success



1. Create Work Orders

Using our web-based portal, create a personalized work order for each customer job.



2. Create and Assign Assets

Create and/or assign customer assets to each work order, providing a fuller picture of product ownership, for a more complete service experience.



3. Create Tasks

Ensure technicians understand everything required to complete the job by creating and assigning tasks for each job.



4. Assign a Technician

Using a modern Gantt interface, assign work orders to technicians, delivering to the technicians mobile device.

Some of the most prestigious names in North America and Europe rely on ServicePower



GE APPLIANCES
a Haier company



ServicePower Fast. Smart. Unified.

ServicePower's field service management solution enables organizations to deliver faster, smarter service to customers, using a unified suite of software solutions, which support the full service-lifecycle.

 Customer Engagement	 Smart Scheduling	 Mobile Tech Enablement
Deliver a great self service experience to your customers with real-time notifications.	Enable real-time schedule optimization, maximize productivity and ensure a fast response.	Maximize field productivity and customer experience with mobile-enabled technicians.
 Contractor Management	 Work Order Management	 Inventory, Asset and Contract Management
Dynamically select, dispatch, and process claims for 3 rd party contractors.	Improve customer satisfaction through intelligent work order management.	Manage inventory, assets and maintenance contracts to provide a more unified experience.
 Warranty and Claims Management	 Reporting and Analytics	 Outsourced Managed Services
Automate the warranty claims process to reduce claims costs and protect reserves.	Measure, analyze, collaborate and improve operations with real-time reports and analytics.	Outsource service management to the experts at ServicePower.

ABOUT SERVICEPOWER

ServicePower's software suite is an integrated field service management solution focused on helping companies deliver an exceptional customer experience at the lowest cost. Trusted by field service organizations around the world such as GE Appliances, ADT, Johnson Controls, John Lewis Partnership, Electrolux, Mitsubishi, and AIG Warranty, ServicePower is the only workforce management solution enabling organizations to efficiently manage both full-time and 3rd party service providers. Our digital technology improves customer satisfaction, reduces costs and generates new revenue streams. For more, visit www.servicepower.com

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