



TOP CHALLENGES & SOLUTIONS

of Fire, Safety & Security Service Providers

When field service operators inspect, implement, or repair systems for fire or security, they face many challenges. Here's how field service software can help.

**PROTECTING BUILDINGS AND
CAMPUSES, AND THE PEOPLE INSIDE
THEM, FROM FIRE, EXPLOSIONS, OR
EVEN THEFT, IS THE PURPOSE OF FIRE,
SAFETY, AND SECURITY SYSTEMS.**

In order to reduce serious injury or fatality exposure, these systems need to be properly installed and maintained, as well as following the most current compliance regulations. Whether they are fire compression, fire alarm, door access, emergency security, or even kitchen exhaust systems, the technology requires special around-the-clock attention.

TOP CHALLENGES & SOLUTIONS OF FIRE, SAFETY, & SECURITY SERVICE PROVIDERS



For those reasons, the field service operator plays an important role in bringing integrity and accuracy into this space. The scope of services the field service operator provides in this space is as numerous as the life and safety services a typical building provides. One building alone may provide the following:

- Remote monitoring
- Fire alarm
- Fire doors
- Fire pumps
- Mass notification system
- Fire sprinkler system
- Kitchen hood suppression
- Exit/emergency lights
- Firewalls
- Early warning smoke detection system
- Distributed antenna system
- And much more

In order to maintain the integrity of these systems so their operation is seamless, field service operators need to be timely, accurate, efficient, and in

some cases, predictive. In fact, due to advances in the Internet of Things (IoT), sensors, analytics, and AI, field service operators can predict when a system or component is expected to fail, and send a technician to repair or replace system components before the failure takes place, ensuring there is never an opportunity for downtime.

This is called Predictive Maintenance (PdM) which differs from the traditional planned Preventative Maintenance (PM) which is a time-based duration cycle that typically does not take usage and other conditions into consideration.

Without consistent maintenance that is regularly executed, business owners and property managers face legal, financial, and business risks, such as damage to their reputation, falling out of compliance with codes and standards, personal liability, loss of assets, and costs associated with business interruption and potential relocation costs, as well as personal injury or loss of life. When maintenance is properly

and regularly performed, the customer is given the assurance that they will avoid mounting risks. One way to do that is predictive maintenance that can automate these processes to make sure risks are addressed before they happen.

The threats to health and safety are real:

- According to research from the National Fire Protection Association (NFPA), three-fourths (76 percent) of all fires that were not controlled due to sprinkler system failure happened because of problems that could have been detected and corrected had a proper inspection/test/maintenance (ITM) regimen been in place.
- The NFPA also reports that closed sprinkler valves, which prevent water from being released to fight fires, account for nearly 60 percent of instances where sprinkler systems failed to operate. Once again, this is the kind of issue that can be corrected by a field service operator following a proper ITM regimen.

Field service operators currently face challenges specific to different phases of their service. We have identified three operational areas that are particularly tested:

- Off-site planning
- On-site execution
- Post-job debrief

In each, traditional procedures and methods have not kept up with demand, consumer expectations, or advances in technology, leading to potential issues



CHALLENGES IN OFF-SITE PLANNING

For field service operators, organizing systems operations before site visits comes with its own set of challenges. They are hired to help business owners stay compliant and to keep their fire and safety systems operational at all times. However, in doing so they often face the following challenges:

A DIVERSE SET OF CUSTOMER DEMANDS

Offering a diverse range of services will often cause customers to demand all of them at once. These to include Inspection, Testing and Maintenance (ITM) services as well as installation and repair, which may strain your workforce, create bottlenecks, or lead to situations where technicians don't have everything they need to solve every query in one visit.

DIFFICULTIES IN MEETING CUSTOMER SERVICE LEVEL AGREEMENTS (SLA)

High demand increases the chances to not meet work completion windows, routine maintenance schedules, or other promises outlined in the SLA.

PRIORITIZING SERVICE

Companies that have the greatest success are those that are able to prioritize work orders in a way that will help them remain competitive and maximize profit and revenue. Not prioritizing service calls according to most to least critical can affect customer satisfaction and may cause double-booking or overlapping technicians in the same time slot.

TIGHT TIME WINDOWS

How can field service operators meet large job volumes when facing short windows of time to deliver their services? Oftentimes they cannot, especially when their appointments are booked too closely within a single shift.

CHALLENGES IN ON-SITE EXECUTION

On-site operations also pose their own challenges, which have a greater chance of affecting customer satisfaction, company reputation, and profitability and growth. Among these challenges are:

DIFFICULTIES IN KEEPING UP WITH CURRENT CODES & REGULATORY REQUIREMENTS

Many areas in the fire, safety, and security industries require field service technicians to attend to fire, life, and emergency power systems and other equipment that is heavily regulated by both local, state, and federal governments and industry groups. Since compliance regulations are always changing, the burden is upon the technician to facilitate these changes; not doing so could result in strict penalties, shutdowns, and profit loss.

TECHNICIANS NOT HAVING THE RIGHT INFORMATION WHILE ON-SITE

The inefficiency of manual data entry and paper-based service inevitably means that misinformation becomes a frequent possibility. Maintaining

communication between mobile technicians and the home base can also present a barrier. This can lead to technicians arriving at a job without the right information, tools, equipment, or even knowledge.

INABILITY TO CAPTURE ACCURATE INFORMATION WHILE ON-SITE IN A TIMELY MANNER

Capturing and transmitting information such as forms, photos, is critical in order to update the status of a job or collecting data for greater job engagement down the road. But it requires coordination between the technician and the home base. The manual transfer of this kind of content can lead to errors and duplicated work.

Inability to accurately capture the work performed for billing purposes. Since the technician is the party responsible for documenting work through photo capture and other methods, they may be prone to mistakenly communicate what work was performed, which will impact billing. Without proper visibility, invoicing becomes difficult to navigate.

INABILITY TO UPSELL OR CROSS-SELL UPGRADES TO CUSTOMERS WHILE ON SITE

Technicians who customers can relate to and are valued for their work have the opportunity to upsell or cross-sell upgrades to the equipment they are servicing. However, some technicians may not be trained or feel comfortable sparking those conversations, which impacts important revenue potential. Also, if the proper system is not used, technicians will also have difficulty in making these transactions go through when customers are agreeable to upgrades.

INABILITY TO CAPTURE PROOF OF SERVICE DELIVERY

Once jobs are performed, validations are needed to confirm the time allotted, specifics of work performed, which tools or resources were used, and more. However, if the customer is not satisfied, or if the technician forgets or is under time pressure, this task may not be performed, which could force a return visit to the site.



CHALLENGES IN POST-JOB DEBRIEF

If these challenges exist before the job and during the on-site visit, they will certainly be at play during the post-job debrief. Without the right data captures, invoicing will become a challenge. Paperwork processing will slow to a grind, as will invoicing, as operators try to determine the scope of the work performed on-site and how it corresponds to the SLA. Management reporting for performance management will also slow.

Another potential challenge is proving audit and compliance. Manual paperwork, an overbooked technician staff, and other factors can make it nearly impossible for generating reports during the compliance audit process.

The back office should be delivering a trail of inspection forms, photos, and other documents to, not just prove their work, but to keep their customers in compliance due to the high level of documentation required.



FIELD SERVICE SOFTWARE SOLUTIONS

Both field service operators and their customers in the fire, safety, and security industries face legal and compliance liabilities, including the risks of exposure to serious injuries or death, if the on-site work performed is not properly documented and shared. Transparency gives customers the satisfaction of knowing the work is being done right (or not).

For the field service operator, proper organization is smart business sense: Invoices are accurate and can be sent out without delays, and they have a strong foundation for following up for future inspections.

Field service management (FSM) software is the solution to help operators manage and optimize all work performed by their field-based workforce. By centralizing information in the cloud so it can be shared properly between the office, the technician, and the customer, greater efficiency and accuracy is assured. FSM software provides an all-in-one management solution for users to manage work orders, inventory, track fleets, provide reporting and analytics, and improve efficiencies in dispatch and scheduling.

Other solutions driven by the field service hub are:

• JOB DEPENDENCIES

FieldAware gives the operator the ability to link a series of dependent jobs together to manage the entire implementation project effectively. Each linked job can be a phase of a single implementation or can represent a portion of the installation work to be performed by a specific team.

• ADVANCED SCHEDULING, ROUTING & OPTIMIZATION

The FieldAware Smart Scheduler then enables customers to optimize the sequence, schedule and execution of the linked jobs resulting in maximum resource utilization. Additionally, FieldAware's True-Crew solution and Time Slot features enable assigning specific tasks to specific technicians, resulting in greater resource efficiency and accuracy.

Overall, the Smart Scheduler assists by optimizing the assignment of work based on workforce management policies. The Smart Scheduler will automatically balance the workload to optimize the sequence of jobs and the allocation of qualified resources to best meet the business goals of efficiency and effectiveness. This in turn improves profitability and maximizes customer satisfaction.

• WORKFORCE MANAGEMENT

Technician availability, working hours location, skills, permits, certifications, etc. are all attributes of each technician that can be considered when determining the best technician or crew to perform services.

• TECHNICIAN ENABLEMENT

FieldAware's automation gives technicians visibility into back-office knowledge. Through a series of mobile app features, technicians are no longer slowed down by paperwork or manual entry. Now they can manage all aspects of their responsibilities through the following features:

- Task Management
- Job/Customer/Asset Level History
- Digital Data Collection
- Unlimited Photo/Video/Document Capture
- Voice-to-Text
- Electronic Signature
- Barcode Scanning
- Time Management
- Knowledge Management support through
 - Equipment and customer service history
 - Online knowledge articles
 - Equipment manuals and procedures

• ADVANCED DYNAMIC FORMS

Mobile forms digitize the workflow and processes with inspection checklists, signature capture and photo/video documentation automatically attached to each job. These capabilities enable the field technician to capture rich, accurate data at the worksite directly in the form, including photos, videos, sketch pad, audio recordings and barcode scans.

All of these assets are embedded directly in the digital form, so there's no need to attach files separately in emails. FieldAware provides notification workflows to route





information internally to the resource responsible for scheduling inspections. Since all the information supporting inspections and job close-out packages are in the electronic form, the job inspection and completion process is significantly accelerated.

- **REAL-TIME ANALYTICS & ADVANCED REPORTING / AUDIT TRAILS**

Using the FieldAware Insights report builder, users can aggregate multiple performances, revenue, and utilization reports into a single dashboard. For field service operators, real-time analytics helps provide important insight into needed maintenance today and into the future. Using analytics for insights and to generate audit trails is critical for making sure all equipment is in compliance.

Premier FSM provider FieldAware does all of those things through its Field service hub which has the ability to monitor on-site fire, safety, and security systems remotely. FieldAware also has the ability to help support more advanced organizations that already have IoT established but are looking to integrate remote monitoring and sensing into their FSM platform.

Powered by IoT, the Field service hub allows users to better predict and manage system disruptions, alarm codes, and other machine-driven triggers, so technicians can be dispatched proactively based on performance and testing data. In fact, IoT also allows for the possibility of diagnosing problems remotely without ever having to dispatch a truck, saving time and expense.

The benefits of the predictive maintenance model to customers is immeasurable. By fixing issues before they may occur, the field service operator strengthens customer loyalty while contributing to increased profits.

EXPERIENCING CHALLENGES IN YOUR FIELD SERVICE OPERATION?

If so, now is the time to find an FSM solution that addresses, not just one obstacle, but all of them. The all-in-one capacity of FSM software is critical if you want to grow your business through satisfied customers, greater functional capability, and an expanding workforce.

In doing so, you'll have the leading edge in showing fire, safety, and security companies you cannot just repair, install, and maintain their assets, but can partner with them to scale up as they grow.

Visit **FieldAware** and request a demo to see how our Field service hub can work for you.



About FieldAware

FieldAware are re-shaping the field service industry. Our made-for mobile, cloud-based software was designed from the ground up to provide ease of use with incredible flexibility. This combination enables field service organizations to enable their field teams and deliver customer service excellence. Our software was architected as a mobile platform, with no incumbent legacy technologies.

Based on our founders' intimate knowledge of the unique needs of engineers and technicians in the field – and the operational personnel and management that support them – FieldAware is focused on providing field service organizations, both large and small, with:

- **Intelligence about your Customers:**
So you can increase revenue, expand into new markets, differentiate your services and create customer advocates.
- **Intelligence about your Business:**
That enables you to increase the productivity of your staff, use company resources more efficiently, simplify your business processes and “right size” your parts and repair inventory.

We combine our software with the industry's best implementation, on-boarding and support services enabling companies to take full and rapid advantage of today's mobile environment.

Contact Us

To learn more about our solutions or to schedule a demo:

Call us on

US and Canada **800-935-0736**
UK **0800 098 8487**
Australia, APAC **1800 821 628**

Email us at sales@fieldaware.com
Visit www.fieldaware.com

