Information that will help your business grow.

Service businesses are complex. People, processes and systems must work together to deliver the services that produce revenue, the productivity that builds profits and the industry insight that makes current customers keep coming back and new customers coming to the door.

The pure complexity of the business can make it difficult for managers and executives to understand exactly where problems are and apply resources to fix them, and interpret where the successes are, so that they can be copied in other areas of the business.

FieldAware Insights

FieldAware Insights is a business intelligence and analytics platform that enables informed decision making. Access to key metrics is crucial to identify strengths, weaknesses and opportunities for growth. FieldAware Insights turns field service operational data into valuable business insights that enable total visibility and confident decision making for the successful management of field service organizations of all sizes.

Enhance company performance

Get the information you need to help your business grow. Discover the services and employees that generate the most or least revenue. Uncover the processes and people behind revenue leakage and late, incomplete or non-invoiced jobs.

Enable powerful visualizations

FieldAware Insights provides an advanced analytics engine with a dashboard hosting 12 standard reports and an easy-to-use report builder that lets you visualize data any way you want. A dynamic drag and drop interface enables powerful visualizations of complex data sets with a few simple clicks. A large variety of chart types, report types and customization options lets you create reports that are intuitive for everyone.

Key benefits:

- Increase visibility to field service operations performance
- Visualize and share data across your organization with ease
- Enhance decision making by combining, cleansing and transforming data
- Improve operations by balancing priorities, personnel utilization and revenue management
- Empower your field team to create better customer experiences at the point of service
- Improve quality and timeliness of service calls

Do you need visibility into how your field teams are performing?

Have lost revenue from inability to identify the processes and people behind late, incomplete or non-invoiced jobs? Need information to improve internal business processes and increase job capacity?

More Information or to schedule a free demo:

FieldAware.com
**Standard Reports**

**Completed vs. Invoiced Revenue**
Bar chart report displays revenue by Date Job Completed, and can be filtered by Invoiced Revenue, Completed Revenue, Estimated Job Revenue and Non-Invoiced Revenue.

**Potential Insights:**
- Lost revenue from non-invoiced jobs
- Amount of revenue that cannot be recognized
- Days sales outstanding (DSO), the amount of time to recognize revenue

**Revenue by Job Lead**
Stacked bar chart displays Completed Revenue by Job Lead and is further segmented by Job Type.

**Potential Insights:**
- Technicians who are the key revenue producers
- Technicians who are the lowest revenue producers

**Job Revenue by Job Type**
Pie chart displays the Completed Revenue and percent by Job Type.

**Potential Insights:**
- Most profitable job types
- Revenue mix by job type
- Month to date revenue

**Past Open Jobs**
Bar chart displays the number of jobs by scheduled date and is further segmented by the Job State, i.e. scheduled, paused, declined or active. Chart can also be filtered by Job Lead.

**Potential Insights:**
- Jobs that have not been completed or missed
- Jobs that have not been re-assigned or addressed
- Which technicians are not completing their jobs

**Job Time by Job Type**
Stacked bar chart displays the total worked time in hours by the date job was completed. Further segmentation by Job Type and Job Lead.

**Potential Insights:**
- Peak work month based on type of work
- Trend of actual work time to estimate capacity
- Estimates of time required for each job type

**Completed vs. Invoiced Jobs**
Stacked bar chart shows number of jobs by the date job was completed and can be filtered by Job State, i.e. invoiced or completed. Report can also be segmented by Job Lead.

**Potential Insights:**
- The ratio of completed jobs to invoiced jobs
- How many completed jobs remain to be invoiced per month or day
- Which job leads are not employing the auto-invoicing feature
Number of Jobs by Job Type
Pie chart reports all jobs for designated time period based on scheduled date and can be filtered by Job Type and Job Lead.
Potential Insights:
- The volume and percentage of the business based on type of jobs
- Types of technicians needed for staffing
- Strategic marketing input

Job State by Job Lead
The stack bar graph displays total number of jobs by Job Lead and can be further filtered by Job State.
Potential Insights:
- How well the dispatch process is working
- If the technicians require further training
- The total number of jobs per technician

Avg Delay of Late Jobs
The bar line report shows average delay in hours by job scheduled date, and can be further filtered by Late Window, Job Type and Job Lead.
Potential Insights:
- Meeting or missing SLAs
- Type of jobs that typically run late
- How late jobs are completed based on SLA

Avg Job Time by Job Lead
The line bar graph shows the number of jobs, the average worked time, and the average estimated duration by Job Lead.
Potential Insights:
- Most productive technicians
- Least productive technicians
- Technicians that may need performance plans or training

Job Type by Job Lead
Stacked bar graph shows number of jobs by Job Lead and Job Type.
Potential Insights:
- Distribution of job types by technicians
- Any utilization issues with technicians
- If job assignments are aligned with skill sets

Job Lead Late Jobs
The stacked bar chart displays the number of jobs that are late by Late Job Window, i.e. 0-1 hour late. Further filtering can be applied by Job Type.
Potential Insights:
- Percentage of jobs not meeting SLAs by technician
- Which technicians need training or development
Key features...

- Flexible user interface provides dynamic data visualization and point-and-click access to drill down into the data
- Easily visualize data any way you want with a large variety of chart types and customization options
- Charts and tables dynamically update as data changes in real time and as filters are applied
- Automatic data updates occur multiple times a day
- Advanced filtering allows ability to instantly slice data according to any relevant attribute across 20 data sets
- Reports can be filtered by job type, technician, supervisor, quotes, etc..
- Variety of chart types brings data to life based on data context
- Configurable permissions and access control to reports based on user roles
- Export report results to Microsoft Excel or CSV format, pdf or png image file

FieldAware Insights provides an analytics platform that delivers key metrics on technician performance, job status, financial data and business processes. More than a simple reporting solution, FieldAware Insights provides an advanced analytics engine that allows customers easy access to field service data to drive actionable results across the entire business.

Connect with FieldAware

FieldAware simplifies field service management. We provide solutions that not only solve your field service issues but that are easy to use, fast to implement and integrate seamlessly with your existing systems.

To learn more about our solutions or to schedule a demo:
Email us at sales@fieldaware.com
Visit www.fieldaware.com

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