

Oil & Gas Field Service leaders improve productivity and customer satisfaction with FieldAware

“FieldAware is helping us manage growth of the division while effectively delivering our service promise to our clients.”



Challenges

Oil & Gas Field Service teams perform work remotely, often in locations without internet access. Documenting and disseminating key information related to the work performed is often manual and paper-based. For many, capturing photos and video with notes and annotations is practically impossible. The entry of data into disparate systems results in errors, compliance risk and billing delays.

Oil & Gas Field service work is usually executed in multiple phases over time, involving expensive equipment and performed by crews with a variety of skill sets.

Manual scheduling of crews and equipment over time, results in significant under-utilization of both equipment and personnel. Because of the delays in information, measurement of performance is latent and error prone, impacting customer satisfaction. As one customer noted, **“with the business expanding, we were in real danger of our service levels slipping and missing opportunities. We knew we couldn’t carry on operating that way.”**

Solution

FieldAware is a comprehensive cloud-based field service management platform using current mobile

and web technology. The solution offers offline capabilities and flexibility to integrate with existing systems using a modern open API infrastructure.

“FieldAware gives us increased visibility and improved management of workflows.”

The comprehensive platform allows organizations to effectively schedule and dispatch field resources, shorten time to invoice and streamline office to field communication.

FieldAware Forms, a dynamic workflow solution, delivers on unifying repeatable patterns of business activity, while FieldAware Insights, a robust analytic solution, quickly translates data into actionable tasks for proactive management use on key performance indicators.

“FieldAware Insights has given us the ability to capture factual evidence on performance, taking ‘subjectivity’ out of the decision.”

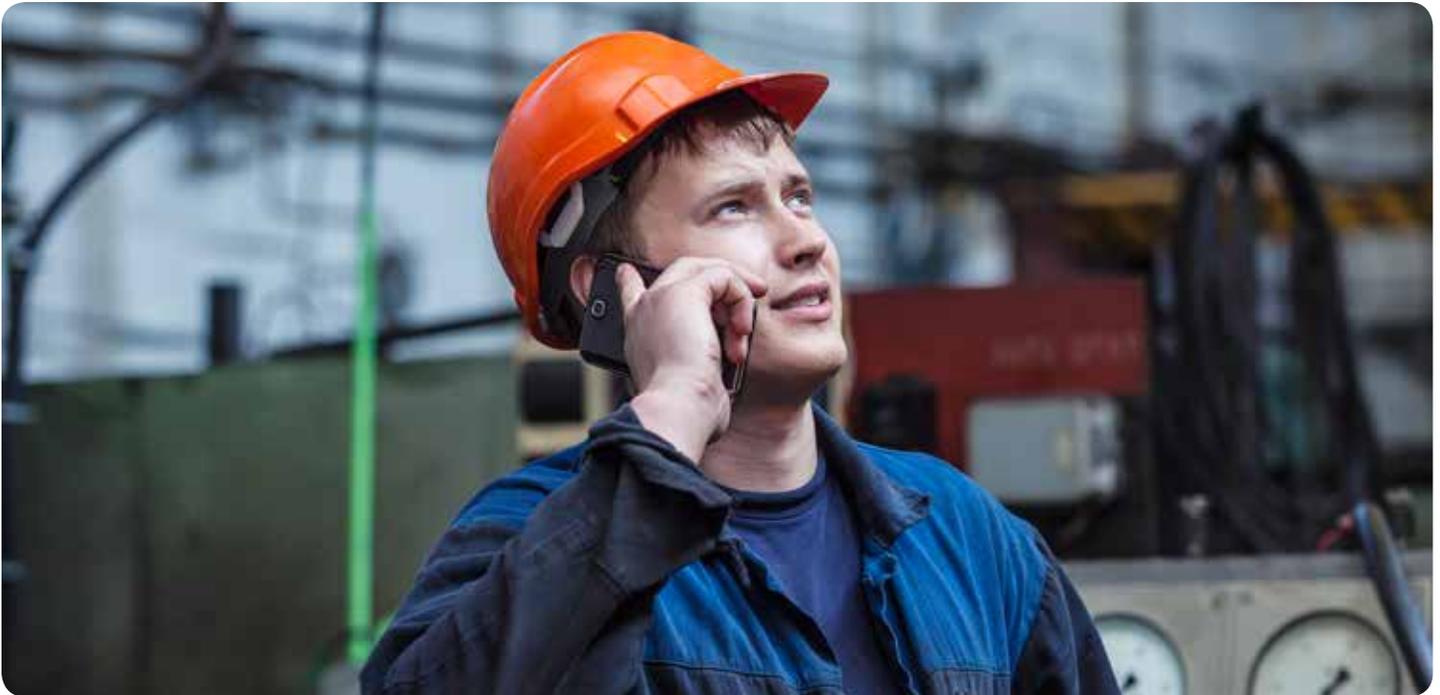
“We can handle more jobs, are seeing less errors and repeat trips which translates into true ROI.”



More Information or to schedule a free demo:

 [FieldAware.com](https://www.fieldaware.com)

 FieldAware™



Benefits

FieldAware helps streamline invoicing, which results in reduced days sales outstanding (DSO). In addition to the automation of this process, the solution also delivers valuable billing information like; job identification, equipment, location, technician, service request, work hours and job revenue. From this information, FieldAware Insights provides detailed reports by job type, revenue source, technician efficiency, hours executed and many other metrics. The result is real-time visibility of resource effectiveness and performance, as well as faster billing, better cash flow and reduced DSO.

"It used to take a couple of hours a day to bill; now it's the click of a button. It's very fast."

FieldAware Smart Scheduler enables service managers and dispatchers to maximize utilization of crews and equipment based on location, skill, job type and many other factors. This results in having the right crew performing the highest quality work with the appropriate equipment and tools. There are also fewer job re-rolls which lowers the cost to serve customers and improves customer service.

Checklists ensure critical service steps are not skipped as well as documenting completed steps for audit and reporting. Further, accurate digitally-captured regulatory data in the field, improves compliance and reduces the risk of lost data.

FieldAware's offline mode allows technicians to continue to execute on their jobs, capture data, photos, video and form-fills while off-line. Once reconnected, they can sync data with the system.

Utilize real-time visualizations, dashboards and reports provide actionable insights to effect tangible value with FieldAware.

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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

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