



# ROLL TRUCKS FOR REVENUE (ONLY!) USING FIELD SERVICE AUTOMATION

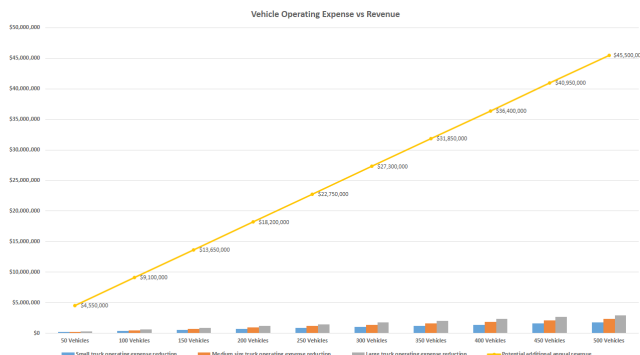
## INTRODUCTION

There are numerous statistics on the cost operating trucks and vans in the field service industry. According to the Technology Services Industry Association, it costs more than \$1,100 to roll every truck every day (up from \$750 in 2011). Others state that it's anywhere from \$200 to \$2,000 depending on the size of the truck and salary of the engineer or technician driving it.

However, although understanding and containing the cost of every truck roll is important to field service organizations, even more important is ensuring that every truck roll produces revenue.

Truck rolls that do not produce revenue are a double-edge sword that not only increase operating costs, they also reduce the number of work orders that can be completed by each vehicle/technician every day. And, although eliminating only one truck roll (for example a trip to the office from the field) can reduce vehicle operating costs up to \$300,000 a year for an organization with fifty vehicles, the lost revenue potential is more than ten times that number – totaling more than \$4 million (assumes an average work order of \$350).

*The lost revenue potential of one extra trip back to a customer is 10 times the cost of the truck roll (vehicle and fuel costs plus technician salary).*



It is clear therefore, that field service organizations should focus their efforts on ensuring that every truck roll serve a single purpose – to produce revenue.

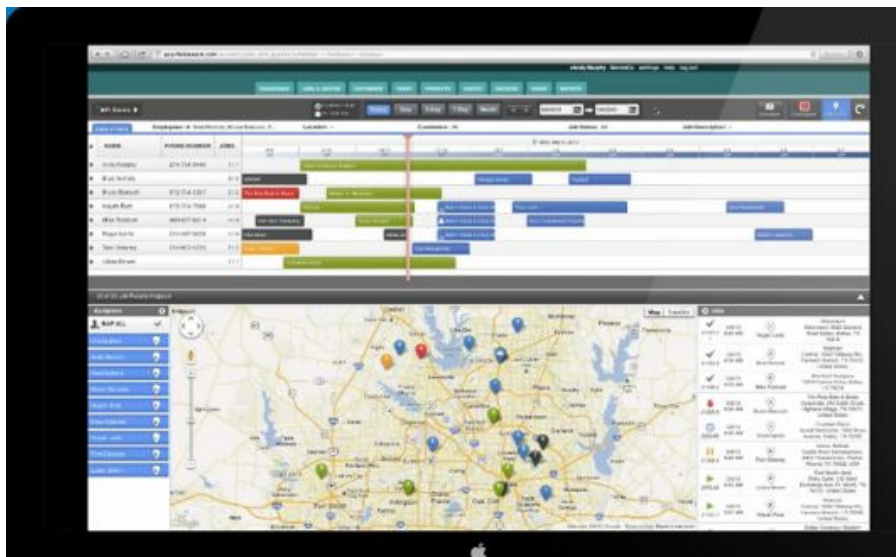
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Cloud-based, made for mobile Field Service Automation systems, like FieldAware, can help companies virtually eliminate non-revenue producing truck rolls – and use vehicles and personnel to generate new revenue instead. Following are three ways that Field Service Automation, and Fieldaware, can help ensure that your company rolls trucks for revenue only.

## 1. AUTOMATE SCHEDULING AND DISPATCH

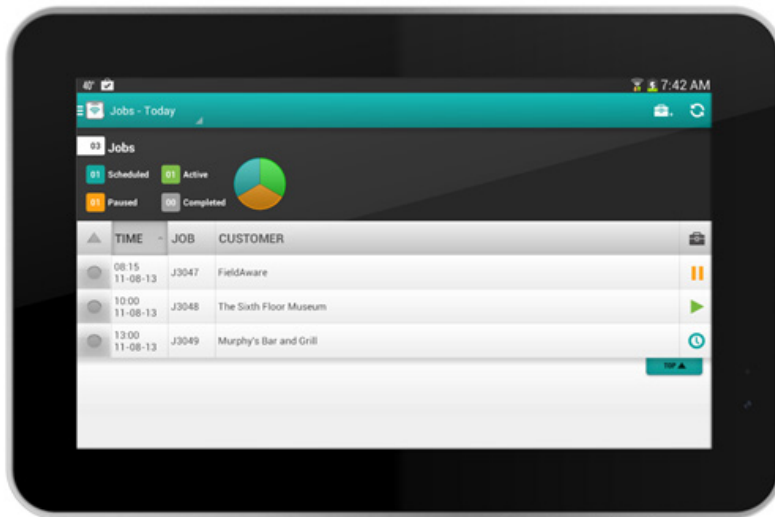
Do your company’s technicians make a trip to the office once (or more) a day to pick up their schedule for the morning, afternoon or day? The automated scheduling and dispatch features in Field Service Automation solutions like FieldAware can eliminate those trips – and free vehicles and technicians up to produce more revenue. With FieldAware, dispatchers can assign work orders the way they want to - individually or in batches. Jobs can be assigned through the Scheduler’s drag-and-drop interface or directly from the work order as it is created.

*Field Service Automation systems, like FieldAware can help companies virtually eliminate non-revenue producing truck rolls.*



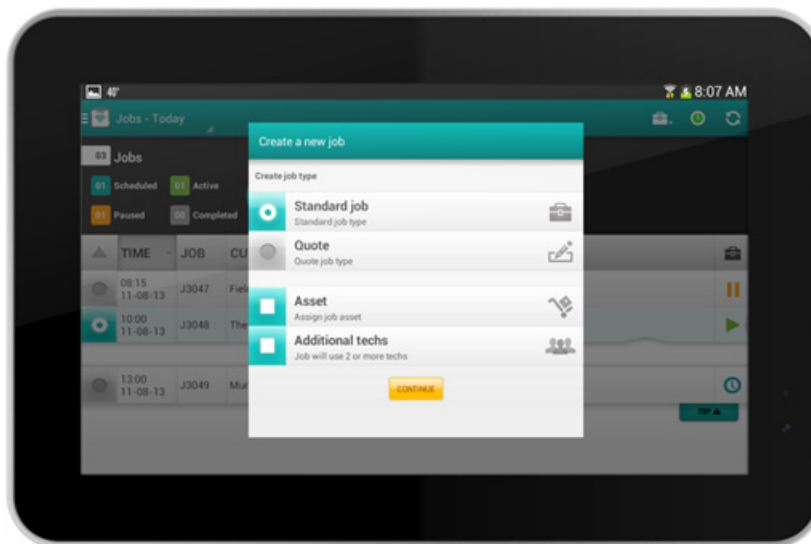
The work orders, and complete schedule, automatically appear on the technicians’ iOS or Android smartphone or tablet – eliminating non-revenue producing trips to the office.

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*Quotes and work orders can be created in the field, eliminating a trip back to the office for pricing and approvals.*

Work orders can also be created by the engineer or technician in the field on their iOS or Android device. These new jobs from the field automatically appear on the Scheduler and in the dispatcher's Jobs list. No trips or calls back to the office are required to schedule and price the new, revenue producing job.



With FieldAware, dispatchers can also instantly recognize when a technician has finished a job ahead of schedule and assign a new job - by proximity or by matching projected job duration to an available open time slot. And FieldAware also enables dispatchers, managers and executives to quickly ascertain the productivity of individual engineers and technicians using either the Scheduler's graphic interface

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(shows scheduled versus actual time) or by viewing one of the comprehensive business reports that are standard with the system.

Job ID	Customer	Completed	Duration	Started	Scheduled	Total
276.21	BRITE_ZONE	0	0:00:00	1	0	1
276.24	BRITE_ZONE	0	0:00:00	1	0	1
J523	City Market	1	2:00:00	0	0	1
J546.3	A. Ethan Lewis	0	0:00:00	1	0	1
J546.5	A. Ethan Lewis	0	0:00:00	1	0	1
J572	Jimmy Smith	1	0:03:03	0	0	1
J575	ABC Company	1	0:29:33	0	0	1
J582	ABC Company	1	0:04:50	0	0	1
J583	A. Ethan Lewis	0	0:00:00	1	0	1

*Managers and executives and quickly determine the productivity of every technician or engineer with FieldAware's built-in reports.*

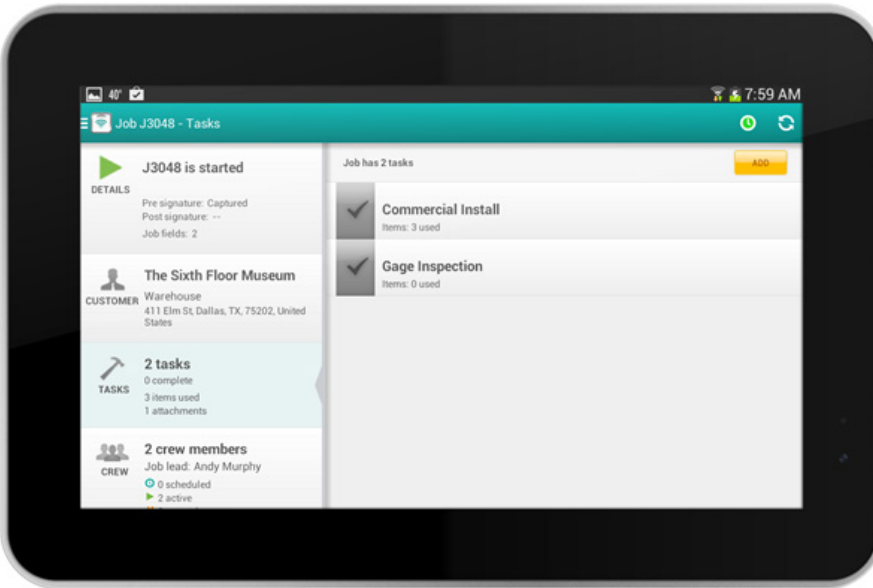
As a result, trips are eliminated, vehicle operating costs are reduced, and more importantly the opportunity to generate revenue is increased.

## **2. DECREASE THE NUMBER OF RETURN TRIPS FOR MISSING TOOLS OR PARTS AND OVERLOOKED TASKS**

One of the most common reasons for non-revenue producing truck rolls is the return trip to the customer. Whether it's because a part is missing, a technicians doesn't have the right tool or a scheduled task wasn't performed, a return trip usually doesn't result in any additional revenue.

Field Service Automation solutions like that from FieldAware can decrease the number of return visits by providing technicians with not only the location of the customer but also:

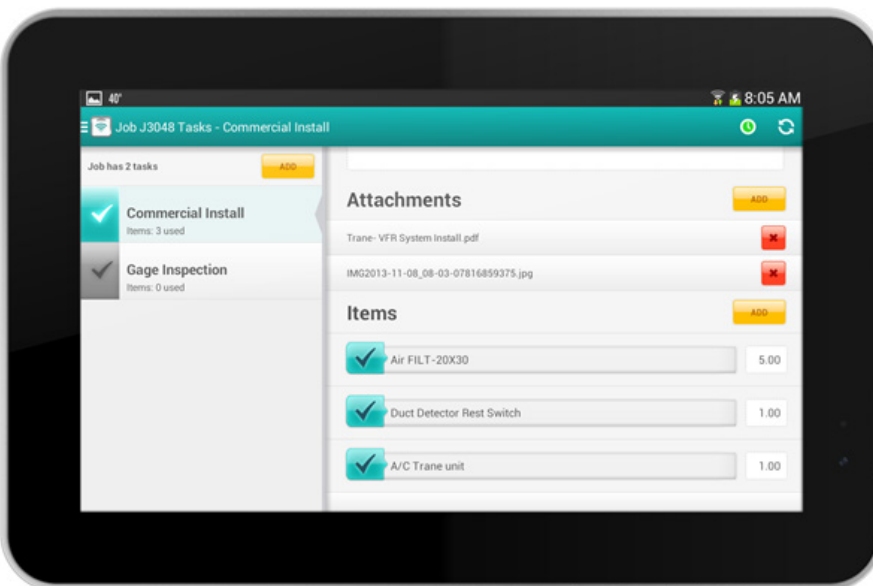
- The equipment (assets) currently at the customer location
  - The tasks that are scheduled to be performed as part of the work order
  - The parts that might be needed to complete the job
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*Custom fields enable companies to include additional information or customer specific processes on every work order.*

And, using the custom field capability of FieldAware, companies can include additional information or customer specific processes to ensure that the technician has all the data – as well as tools and parts -that they need to complete the work order in just one trip. This not only decreases vehicle operational costs it frees the vehicle and technician up so that they can be used to produce more revenue instead.

With FieldAware technicians can also add attachments to the work order like photos, documents, and voice notes. This provides visual proof that the correct tasks were performed on the right equipment, again eliminating the need for revenue reducing additional trips to the customer site.



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### 3. AUTOMATE THE INVOICE PROCESS

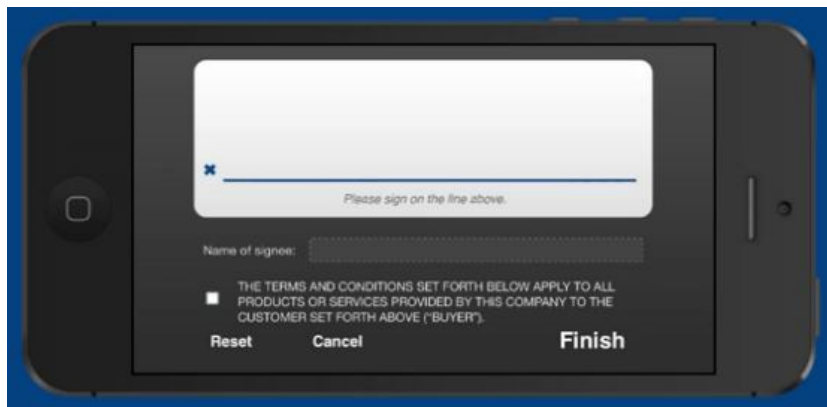
The trip back to the office to drop off completed work orders is not only a non-revenue producing truck roll, it slows down the invoicing process and receipt of payment as well. Illegible hand writing, lost paper work and missing customer signatures can force additional truck rolls back to the customer – or office – and result in lost revenue or days of delay in invoice creation.

*Automating the invoice process can accelerate cash flow more than 300%.*

Field Service Automation solutions like FieldAware, enable companies to eliminate these unnecessary truck rolls, use vehicle and personnel resources for revenue generation and accelerate cash flow by producing invoices instantaneously upon job completion.

With FieldAware, companies can:

- Complete work orders in the field and capture the customer's signature – instantly
- Automatically invoice the customer right from the field, or automatically submit it for processing using the company's existing accounting software



With Field Service Automation – and FieldAware – automated invoicing not only allows companies to increase the number of calls technicians can complete, it can accelerate cash flow more than 300 percent as well.

### 4. CONCLUSION

Vehicle costs will probably continue to rise. However, although keeping operating costs down is important, field service organizations can produce greater impact on

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their bottom line by using Field Service Automation – and FieldAware – to ensure that every truck roll produces revenue. The potential revenue impact of just one less non-revenue producing truck roll per vehicle per day is more than ten times the potential cost savings.

Automate scheduling and dispatch, increase the number of first time fixes, accelerate the invoice process - and generate more revenue with FieldAware.

***Want to learn more? Contact us at [sales@fieldaware.com](mailto:sales@fieldaware.com) or call us at 800-935-0736!***

## **ABOUT FIELDWARE**

We 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 – a combination that enables field service organizations to amaze their customers, astonish the staff and surprise the competition. Our software was architected as a mobile platform, with no incumbent legacy technologies to modify or migrate from.

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 (and keep them happy!), 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.
  - To learn more about our solutions or to schedule a demo, contact your local FieldAware representative at [fieldawaresales@fieldaware.com](mailto:fieldawaresales@fieldaware.com) or by calling 800-935-0736.
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