

# FieldAware: Your Choice for Field Service Management



## Field Service Management: Simplified

FieldAware's vision is to simplify field service management and put the focus of our technology where it matters most: in the field. Our dynamic solutions are built to drive the maximum productivity from field workers while providing the real-time information and reporting to the back office. Built to seamlessly integrate with other applications, FieldAware wants you to extend the value of solutions you already have and is the modern, flexible choice for today's field service organization.

Fast and easy to implement, FieldAware delivers rapid ROI and unprecedented ease of use, whether your team uses iOS, Windows or Android apps in the field.

We built our innovative field service management solution from the ground up to solve the most challenging issues in managing field service operations. Our team has years of experience in the field service industry, so we understand the problems you face every day and what the tools are you need to solve those challenges. We aim to make life easier for your dispatchers and field teams, so they get more done every day. We take advantage of the newest technologies that make operating your service business easier, so you can focus on running your business, not running your systems.



# FieldAware Solution Overview

FieldAware is the new face of Field Service. Unlike legacy systems that can be lengthy and complex to implement, FieldAware connects your business to your customers using a simple, downloadable mobile application and an intuitive web application. All in the cloud and leveraging SaaS technology.

## Our comprehensive solution offers ;

### Efficient Scheduling and Dispatch

FieldAware provides the visibility you need to optimize schedules and dispatch techs faster and more efficiently. You can transmit rush jobs or schedule changes instantly to the assigned technician using a mobile phone. You always know that the tech you send to a job has the skills and training to finish the job, cutting down on costly repeat visits, and you have insight into future planned jobs as well as completed work.

- Minimize downtime
- Improve customer satisfaction
- Optimize overall service performance



### Native Mobile Applications

You want your techs to spend their time helping customers, not figuring out how the software works. That's why we make FieldAware native mobile apps simple to use with minimal training but powerful enough to provide the capabilities you need to get things done. The customer's work history, job details and documentation are all right there in the palm of your tech's hand. Route planning helps minimize travel time, and customers can sign off on the job right on the device, so you can invoice faster and more accurately.

- Faster invoicing and reduced DSO
- Works online or offline for optimum efficiency
- Better, faster information availability



## Our comprehensive solution offers continued

### Instant Work Order Details

Transform your orders from messy or illegible paper to digital work orders that speed up the process while reducing errors, eliminating unnecessary delays and preventing lost orders. We deliver order details instantly to any iOS, Windows or Android device, so your field team has all the information they need to complete the job in a single visit. And since you get a signed order transmitted immediately, there are no delays in invoicing and no questions about order accuracy.

- Real time visibility into all order details
- Easy to integrate with ERP or CRM
- More orders completed in a single visit

### Customer Portal

In today's fast-paced world, customers prefer self-service for routine transactions such as requesting service or viewing work history. A customer portal enables customers to quickly and easily accomplish these tasks at a time convenient for them. No waiting on hold or navigating through complicated systems--customers see their information quickly and completely. FieldAware Customer Portal can be personalized to match your branding or your website, helping to establish your brand as a provider of excellent service.

- Easy set up and use
- Better customer service
- Extend your brand value





## Effective Asset Management

Managing assets requires visibility into status and history, whether the asset is on your premises or one of your customers' sites. Asset management means having all your customer information at your fingertips. Downtime is expensive and causes unhappy customers, impacting delivery performance and slowing down every aspect of operations.

- Improved scheduling based on equipment availability
- Timely preventive maintenance prevents future breakdowns
- Faster, more accurate warranty management cuts costs



## Dashboards and reporting

You can't run your business profitably without insight into performance or timely accurate information to support decisions. Dashboards tailored to a user or department cuts out the confusion by presenting information in a clear easy to understand format that helps the team make better decisions.

- Simple to read and understand data visualization
- Monitor KPIs in near real time
- Drill into details to answer questions
- Create and schedule personalized reports



## Bar Code Scanning

Instantly locate or view the history of any asset, order or customer just by scanning a bar code or QR code. Increases accuracy while improving efficiency for field personnel with instant access to the information they need to do their jobs.

- Instant access to item, task or asset information
- More accurate and efficient than keying in item numbers

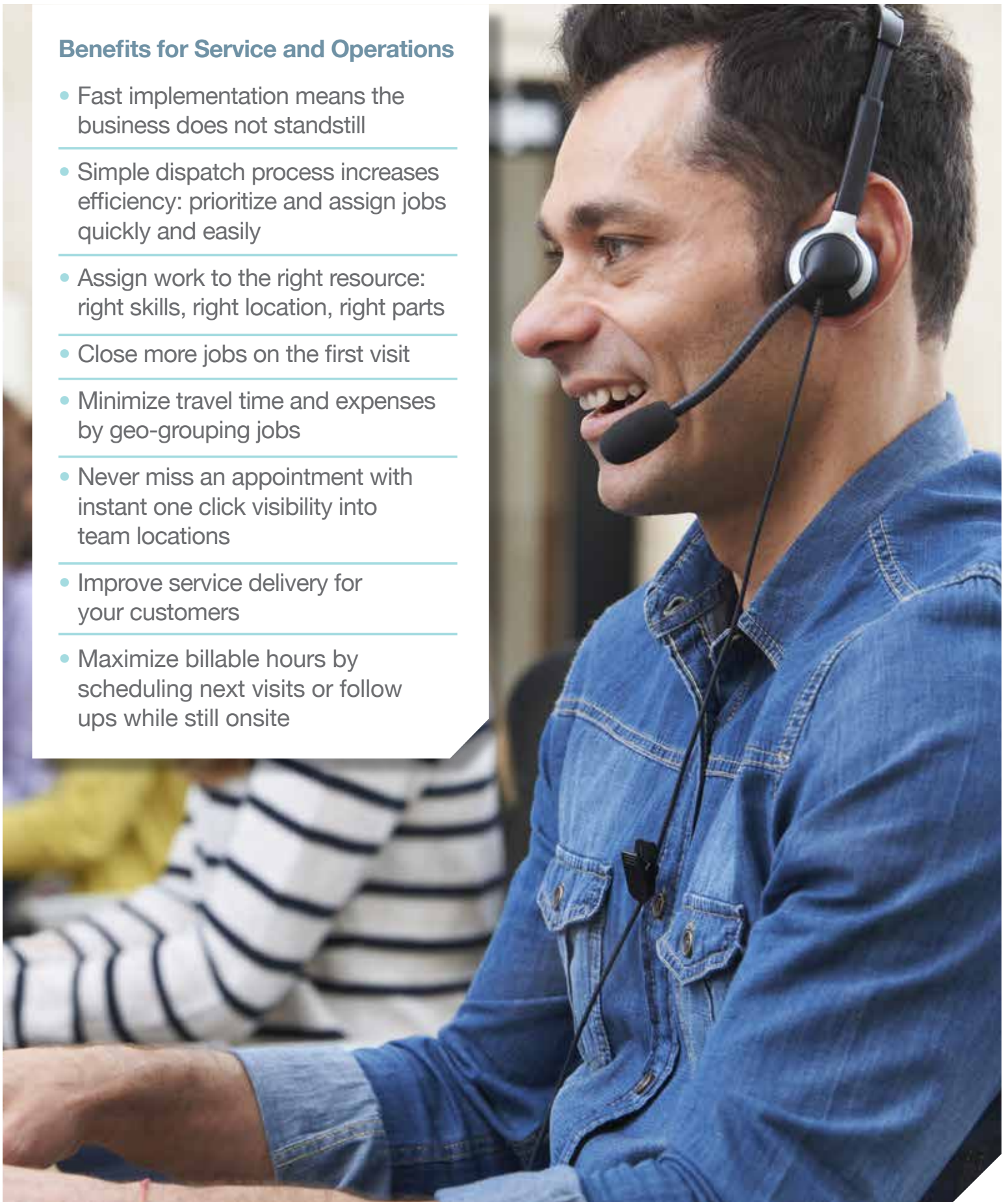
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# Everyone Benefits When You Adopt FieldAware

Turn Field Service into a productivity driving, cash accelerating, service excellence machine with FieldAware.

## Benefits for Service and Operations

- Fast implementation means the business does not standstill
- Simple dispatch process increases efficiency: prioritize and assign jobs quickly and easily
- Assign work to the right resource: right skills, right location, right parts
- Close more jobs on the first visit
- Minimize travel time and expenses by geo-grouping jobs
- Never miss an appointment with instant one click visibility into team locations
- Improve service delivery for your customers
- Maximize billable hours by scheduling next visits or follow ups while still onsite



## Benefits for the Management/ Executive team

- Fast implementation means being up and running in days, not weeks, months or even years
- Streamlined processes accelerate cash flow and eliminates customer disputes
- Better visibility and faster communications create a more connected organization
- Synchronizes with existing systems to eliminate disruption to your business
- Turns your field service organization into a profit center
- Built in analytics helps spot trends and potential issues for fast action and decision support







## Benefits for the Field

- Easy to use
- One-touch data collection completes job documentation quickly and accurately
- Eliminates cumbersome paperwork after each job
- Allows more jobs to be completed quicker, each and every day
- Runs on any mobile device
- Automatic documentation of work eliminates later customer disputes
- Sign off and create invoices onsite, closing jobs down quicker
- Streamlines administrative processes for greater efficiency

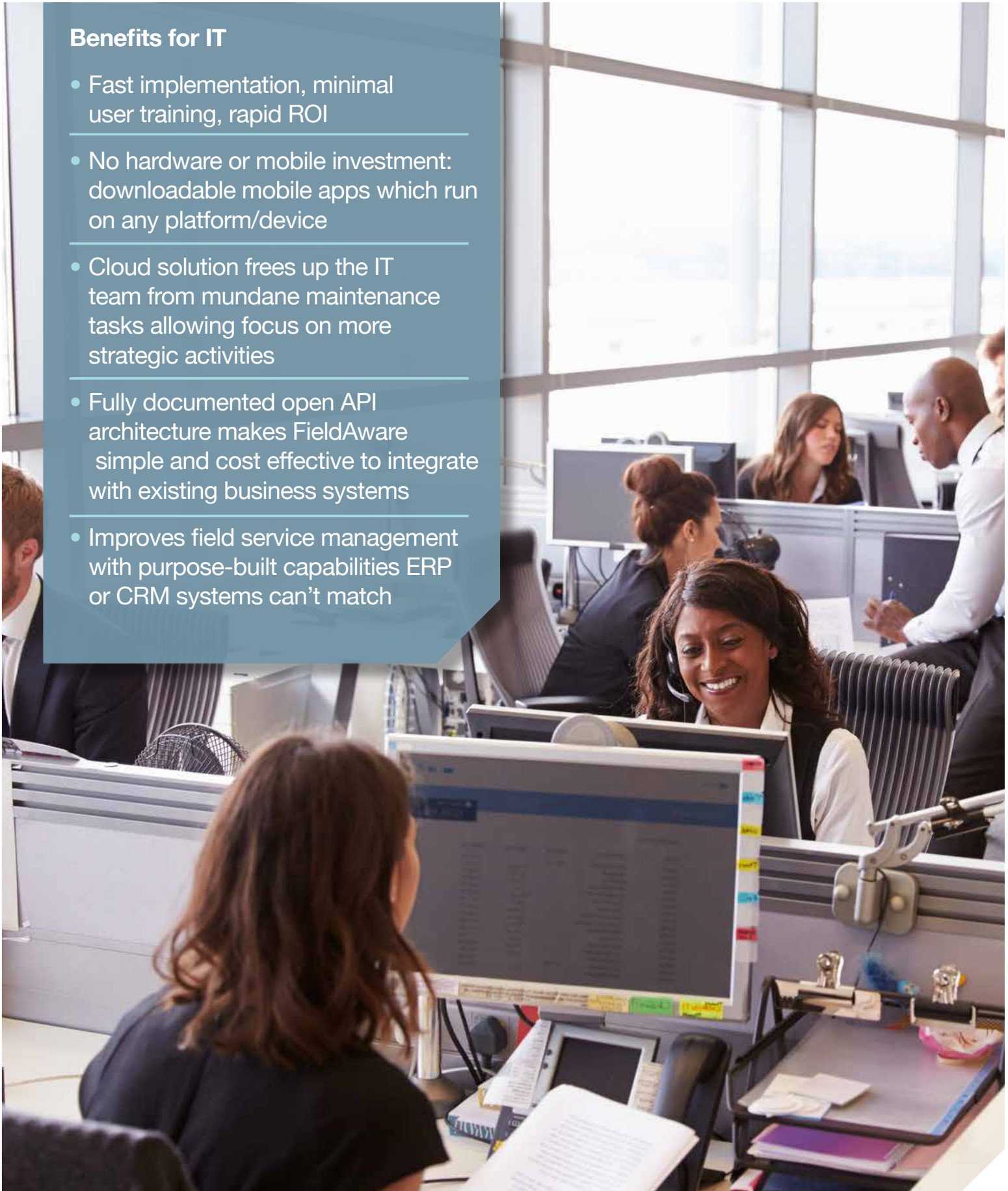
## Benefits for Finance

- Immediate invoicing to improve cash flow
- Invoice accuracy: no more forgotten materials or expenses, eliminates customer disputes
- Create technician timesheets for instant cost analysis
- Control field service cost by minimizing travel costs, overtime and repeat visits
- Easy integration means no more duplicate data entry or slow system replication
- Syncs directly with accounting systems to provide immediate visibility into jobs invoiced and outstanding
- Fast ROI and implementation
- No upfront capital investment with SaaS



## Benefits for IT

- Fast implementation, minimal user training, rapid ROI
- No hardware or mobile investment: downloadable mobile apps which run on any platform/device
- Cloud solution frees up the IT team from mundane maintenance tasks allowing focus on more strategic activities
- Fully documented open API architecture makes FieldAware simple and cost effective to integrate with existing business systems
- Improves field service management with purpose-built capabilities ERP or CRM systems can't match



# 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:

**Call us on**

US and Canada **800-935-0736**

UK **0800 098 8487**

Australia, APAC **1800 821 628**

Email us at [sales@fieldaware.com](mailto:sales@fieldaware.com)

Visit [www.fieldaware.com](http://www.fieldaware.com)

