

Ten Ways to Maximize your Field Service Investment



Introduction

Managers understand that to improve the efficiency and effectiveness of their field service operations, investment in the right software and technology plays a big part in achieving this. For many companies, choosing and implementing a solution can become complex and potential efficiency gains are being missed, meaning organizations are not seeing the full return from their investment.

FieldAware leads the way in simplifying field service and whatever your reasons for looking at investing in field service software this year, here we look at ten ways to maximize the investment you make.



01:

Make your Mobile Devices Work Smarter



Today's mobile technology gives businesses an opportunity to communicate with their mobile workforce more efficiently than ever. Everyday technology, such as smartphones and tablets can be used to work better for you. It's a golden opportunity to increase your overall efficiency through better communication.

By using hardware you may already have (or your technicians may already own) and choosing field service software that works on any mobile platform, means there is no need to buy servers, hardware or other expensive wireless devices for field staff.

02:

Go Paperless to Improve Your Efficiency



Most field service companies use some form of technology, but there are a lot still operating with paper-based systems for all or part of what they do. Those that still work on paper report that they see this as a disadvantage and it affects their ability to be competitive.

With an automated workflow, a service call comes in, it's captured electronically, dispatched to a field technician's smartphone, and then available for invoicing upon completion – all within one system. The core workflow is processed instantly without the unnecessary bottlenecks of a paper work order and costly delays in invoicing are avoided.

03:

Schedule Smarter to Better Manage your Day

Improving the way service requests are handled has an impact on your business, but the day changes with emergency work, jobs taking longer than planned and traffic delays. To improve efficiency, service companies use scheduling tools to update the way they record, dispatch and schedule jobs - saving as much as 80% over the effort of using a paper-based process.

Automated scheduling also provides visibility in real-time for who is doing which job and who is available. Centralizing the information means anybody who needs to can access it, reducing the demand on the dispatcher and allowing you to choose the best resource for any job.

Saving as much as

80%

over the effort of using a paper-based process.



04:

Focus on the Customer to Deliver Service Excellence



Customer satisfaction is critical to a successful field service business. An automated field service solution can make sure you seamlessly deliver the level of service your customers are looking for.

By choosing a solution that offers a customer portal, customers can choose their own slots which puts them in control and minimizes the need for them to call in and make appointments.

When in the field, field service software lets technicians view all the customer information to get the job done right first time and even lets the customer sign off the job on site.

24/7 availability

05:

Accelerate your Payment Cycle to Boost your Cashflow

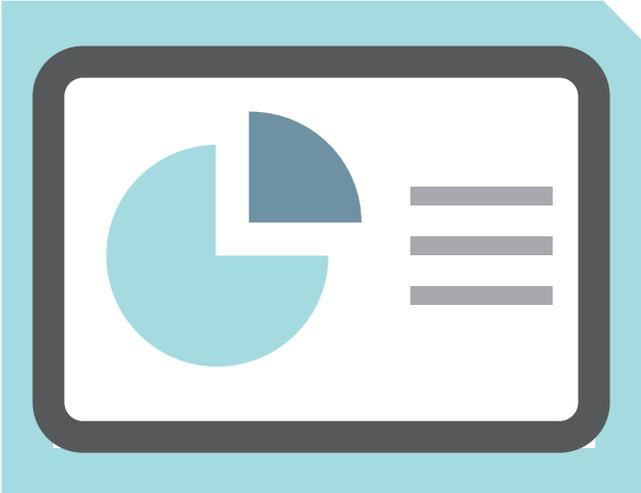


It goes without saying that the longer it takes to get payment for your work, the more it impacts your business. Reducing the time it takes to get an invoice for completed work to your customer is a big part of that. If all the information is handled electronically, it can flow directly from the work order without any more data entry needed.

A work order, for example, can be issued directly to a field technicians device, then when the job is completed the customer can be invoiced immediately from the same device, achieving a much quicker payment cycle.

06:

Understand your Business to Drive Performance



In order to understand your business, you need to be able to measure the performance metrics that are important to you. Analytical reports mean you get real-time business metrics at a glance, while also having access to ad hoc reports that can answer any anomalies that occur. From spotting poor performance or highlighting the most profitable job types, accurate reporting is key.

For example, while it's good to know that your field technicians are completing 30% more jobs than they did last month, it's even better to know why so you can capitalize on it. Smart reporting offers that insight.

30%

more jobs completed.... but why?

07:

Seamlessly Integrate for Better Sharing of Information



Because of the nature of the work, field service organizations often use a mix of different solutions and technologies to carry out their work. There are many different parts to the workflow and different systems are used to oversee these. This can often mean that systems are used in isolation and data from one system doesn't always 'talk' to others.

A field service solution which integrates easily with the existing systems is important. This means that all parts of the business and the workflow can be connected. There is visibility of the work and the day's performance and decisions can be based on real-time, collated information. Different information can be shared with various business systems, from sending invoicing data to Accounting or timesheet information to HR.

08:

Extend the Value of your Existing Systems

With a field service solution that integrates easily, you also extend the life of the existing systems therefore maximizing the investment you have made in them. A field service solution which will leverage and expand their use will also increase their value to you. For example, integrating field service with any customer management software you

use means that the technician has access to the job history and customer records. Knowing the details of the job like this can make the difference between being able to sort out the problem first time or not. This means delivering better customer service, as well as reducing the need for further visits to fix the problem.



09:

Get Up and Running Quickly for a Better Return

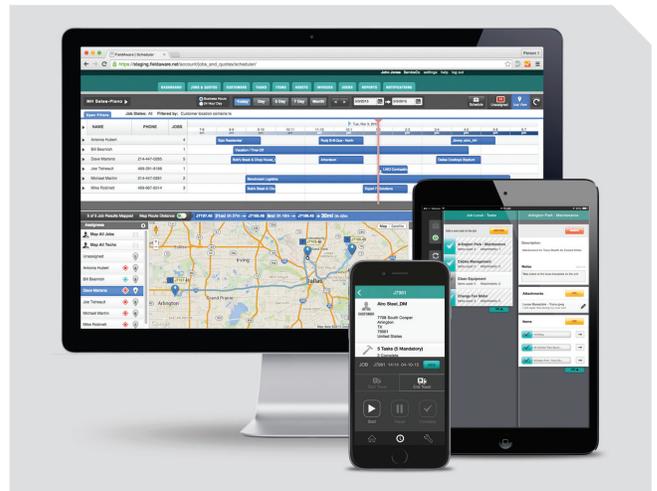


With any new solution, how fast you can be up and running is key. Cloud-based solutions allow you to be up and running quickly and simply. This means your business is not affected by any long implementation and you get a better return on your solution investment as the benefits start straight away.

Cloud-based solutions are also more agile and able to move with the next generation. Developments are moving fast so they ensure you can future proof your requirements because of the flexibility they bring. Upgrades, changes and adaptations can all be quickly and effectively made as your business needs change and develop. There is no heavy IT infrastructure requirement; with a cloud solution everything is taken care of.

10:

Keep it Simple for Quicker Adoption



Managers and technicians all report that the difference between good and bad technology choices is often how easy it is to use. Taking time to learn new, complicated ways of working can mean that employees don't like them and may go back to the way things used to be done or just avoid using them altogether.

With a solution that is easy to use and matches the way most of us use technology in our daily lives, it is quicker to adopt. Faster adoption not only means you now have a consistent, company wide workflow but you are also making the lives of your field and back office workers easier so they can get more done. A win win.

FieldAware: Achieving the Best Return on your Investment

For the best results, you need a solution that meets your business needs. FieldAware helps field service companies simplify this decision-making so that you can focus your investment and resource to have the greatest impact.

If you are not 100% sure of what your future field service technology needs are going to be, by choosing a cloud-based, made-for-mobile and easy to integrate solution, you are able to be flexible to both today's and tomorrow's challenges. It is provided via technology you already use - smartphones and internet - and upgrades, changes and adaptations can all be quickly and effectively made as your business needs change and develop. You can minimize risk and cost, while getting all the benefits for your field operation.

Built to integrate, FieldAware offers a seamless way to connect a leading field service solution with your existing systems, removing complexity and speeding up implementation. Our unrivaled ease of use will mean you are up and running immediately, gaining maximum return on your investment.



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

About FieldAware

FieldAware is 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 customer to 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

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