

6 REASONS TO MODERNIZE YOUR FIELD SERVICE MANAGEMENT WITH A SMART APPROACH

TIPS TO DRAWING VALUE FROM YOUR
FIELD SERVICE SOFTWARE




STAY ON TOP OF
EVERYDAY OPERATIONS

COLLABORATE
WITH EASE

INTRODUCE TRANSPARENCY
TO THE FIELD

DO YOU REALLY KNOW WHAT IS GOING ON WITH YOUR CUSTOMERS?

A photograph of two technicians, a woman in a white hard hat and a man in a blue hard hat, both wearing high-visibility safety vests. They are looking down at a tablet computer held by the woman. The background shows a blurred wind turbine against a bright, hazy sky, suggesting a wind farm setting.

Imagine you are on a phone call with an important customer to get information about whether your delivered products are operating well. Immediately, the customer starts being angry with you: The field technician that visited last week did not bring the right materials, even though the issue was clearly communicated prior to the visit.

A few weeks before, another one of your employees visited to the company for the same issue. Clearly, the field technician was not informed well enough by your company, and therefore the customer was forced to wait for delays caused by your side. Even more painful of course when you, as manager of the field operations, was not aware of these issues...

This situation shows what can happen when your field operatives are not provided with accurate, up-to-date information. The only way to ensure a seamless customer experience is to know exactly what is going on with your customer. To convince you, we have listed **six reasons why you should optimize your Field Service Management.**

ALIGNING DIFFERENT FIELD SERVICES

Field Service Management is relevant for all organizations having employees' visiting customers at their own locations. It could, among other things, be energy providers (gas, water, electricity), HVAC and telecommunications companies, but also contractors, construction companies and facility management and the like. The common denominator is that the service takes place face to face with the customer and that data is required to perform these services.

The thing that is making this complex, is that organizations often have different types of field services. For example, sales, but also maintenance, repair and customer support in terms of personalized consulting. A number of factors comes into play when a huge amount of data, different people and different devices are needed to perform these services.

It is a challenge to align all these elements in the right way. A well functioning Field Service Management solution is a must. It is hardly possible to efficiently manage the entire field service and to deliver the best possible customer experience without a centralized platform to streamline all of these processes.

In our opinion, there are plenty of reasons to make use of the right infrastructure to give your Field Service Management a boost.





REASON 1

INCREASING THE SAFETY AND AGILITY OF YOUR FIELD SERVICE WORKERS

Think of the situation that your field operatives have access to a large amount of data in a clear and safe manner through the cloud: e.g. customer information, spare parts, route planners, history, warranty claims and to-do lists. Accessing data from the cloud also means the **data is completely up-to-date**, so field operatives can quickly respond to the latest alterations. If there is a problem arising somewhere unexpectedly, then you can send one of your field operatives nearby immediately to solve the issue.

REASON 2

IT ENABLES YOU TO DELIVER THE BEST POSSIBLE SERVICE

Miscommunication and other unpleasant incidents are being replaced with positive customer experiences. Work processes are streamlined, and all employees are aware of exactly what is going on with customers at the moment.

This allows them to act proactively instead of running behind. Moreover, it does not matter to the customer who they have contact with within your company, as they'll receive similar service everywhere.

This **consistent customer experience** makes the engagement with your customers even stronger.



DID YOU KNOW..

52%

**OF SERVICE ORGANIZATIONS
STILL USE MANUAL METHODS
FOR FIELD SERVICE**

REASON 3

COMPLEX PLANNING IN NO TIME

Planning is considerably easier with a Field Service Management platform. Consider complex processes such as construction, where it is not only important to have the work schedules of the right employees in order with a clear task description, but where the necessary materials also need to be delivered at the right place at the right time.

Everything must fit together seamlessly, and that is a lot easier if it is largely automated. Automation also highly **decreases the risk of errors.**

REASON 4

SPEND LESS TIME ON TIME CONSUMING PAPERWORK

When your employees on site have finished their work, they can immediately update the data about the relevant customer on the spot. So no more scribbling something on a piece of paper first and entering it into the computer again later.

This saves a lot of time and also reduces the risk of lost information.

REASON 5

INCREASING NEED TO SHARE ESSENTIAL INFORMATION

Everyone in the company – sales, support, service, management – has access to the same data. No-one is working in separate silos, but there is one “single source of truth” from which all the digital tools are making use of. This prevents misunderstandings and does not only improve the quality of the service, but also the working environment.

Important information needs to be easily accessible and shareable, so it is more important than ever that employees are able to access the information they need when and where they need it. **One way to meet this challenge is by reducing the digital distance.**





REASON 6

FASTER INVOICING - PAPERWORK BECOMES A THING OF THE PAST

Invoicing is a crucial aspect of field service and how to reduce the time taken to invoice customers following a job and how to eliminate invoicing mistakes is a challenge for many field service organizations.

With ExpandIT, the field operative updates the correct information on the job detail on-site, which will include the time to be billed and any parts used, or additional services given, resulting in a more streamlined, **faster invoicing cycle due to the seamless integration to the ERP solution.**



A FIELD SERVICE MANAGEMENT SOLUTION WILL HELP YOUR BUSINESS IMPROVE:

- ✓ **CUSTOMER SERVICE**
- ✓ **COMPETITIVENESS**
- ✓ **WORK PROCESSES**
- ✓ **INNOVATION**

CONTACT US TODAY TO FIND OUT HOW
EXPANDIT CAN HELP YOUR BUSINESS!

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