

eBook

7 Benefits of Field Service Management

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Introduction

So you're looking for ways to improve your business, and you keep coming across field service management software. What can it really do for your business?

Field service management software, or workforce management solutions, serve companies that send technicians or other employees into the field by helping them automate scheduling, dispatching, billing and customer information.

What makes a field service management system so powerful? Read on.



1

Go digital

If your organization is still handwriting or manually typing work orders, you could be leaving money on the table.

Between the speed, efficiency and organizational benefits of work order management tools like Verizon Connect Work, the days of operating with paper are gone. Getting rid of manual invoices, hours on the phone and duplicate documents can help you provide faster service and lower operational costs.



1. Get speedy. Generate work orders and invoice clients from your office or mobile phone. The latest work order management software lets businesses create custom invoices on the fly, and because it's digital, the system automatically keeps track of billing while sending near real-time notifications to customers. Suddenly everyone can be more productive.



2. Save money. Saving time by eliminating manual work order management and mailing invoices saves office staff time and lets your technicians get to more jobs. With cleaner work orders, they can focus on additional business development tasks.



3. Stay organized. Never lose a work order again and eliminate duplicate orders. Digital solutions automatically keep a database of invoices and jobs. Eliminate paper filing cabinets and stacks of client bills, and enjoy searchable online catalogs and improved service levels.



4. Eliminate errors. With digital work orders, employees and customers can receive near real-time updates and stay in the know about potential job changes, updates or unique details. Our work software also maintains details like locations and job history to ensure accuracy.



5. Work with your workers. Going digital means giving your employees new tools. Work orders can suddenly provide driving directions, sms/email notifications about the job and confirmation when staff acknowledges new work orders.



Streamline work orders

Field service management solutions can help you stay organized, while a work order system can help keep business coming through the door.

Field workers waste time when they have to make unnecessary trips back to the office to collect information. Effective work order systems, like Verizon Connect Work, will help keep your people informed with near real-time push notifications, SMS and email.

Don't wait for jobs to be invoiced – get it done on the spot and the invoices flow seamlessly from the customer to you. Updated client information is sent between the systems to keep the data in sync. Billing is easier and cleaner.

Streamlining work orders is key when it comes to trying to increase your service speed, while also reducing cost. A good field service management solution will help you easily schedule work and keep your employees in the know about job changes and customer details.

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Keep things running smoothly

Workforce management solutions can do more than just keep you organized. It can help with other parts of your business.

Do you know where your workers are? How easy is it to contact them, and how fast can they respond to an added appointment? Workforce management software can help you dispatch field workers and keep your business running smoothly.

Dispatching field workers can be complex, and you need to be able to react quickly when urgent jobs come up. Notifications from Work allow you to contact your field workers instantly with job updates. Technicians will also get the most direct route from one job to the next, and you don't have to worry about them getting lost. You can communicate with your workers about where to go, and also have visibility into how long it takes to get there, helping you with future scheduling and reviewing work hours.

The bottom line:

Less paper equals more speed. Cut out the piles of appointment reminders, customer notes and invoices. If a job changes, there's no need to waste a worker's time by calling them back to the office for an address or customer information. Manage your jobs, schedules, inventory, invoices and workers with ease.





Solve scheduling problems

It's Monday morning. The phone rings, and a customer has an emergency. All of your drivers are already in the field on other jobs. How do you handle this?

Companies that use whiteboard scheduling, paper work orders and phone communication might scramble as dispatchers struggle to find out where drivers are, whether anyone is free, what job orders can be moved around and so on. This disorganization creates confusion and unnecessary stress on everyone.

In the meantime, your customer is waiting, growing more frustrated and wondering what's taking so long – and maybe calling you to cancel the order and instead going with the competition.

Analog ways of running a business do not allow optimal efficiency, which affects both employees and customers. Implementing a software system helps to create agility by giving dispatchers a way to see at a glance on a virtual dashboard where all the drivers are and who has open slots in his or her schedule.

Last-minute work orders and changes to other job details can be updated quickly within the system, which sends your drivers an instant notification via email or text, so they know their day has changed and provides all necessary details about the emergency job order. You'll get a notification that they have accepted it and are on the way, and you can call the customer and assure her that her problem will be fixed soon.

Even with non-emergency job orders, a digital system helps you see that your drivers are following the schedule and going to the right job at the right time. You'll also know your paper work orders aren't out of date or lost – all job orders are virtual, making it easier to update.

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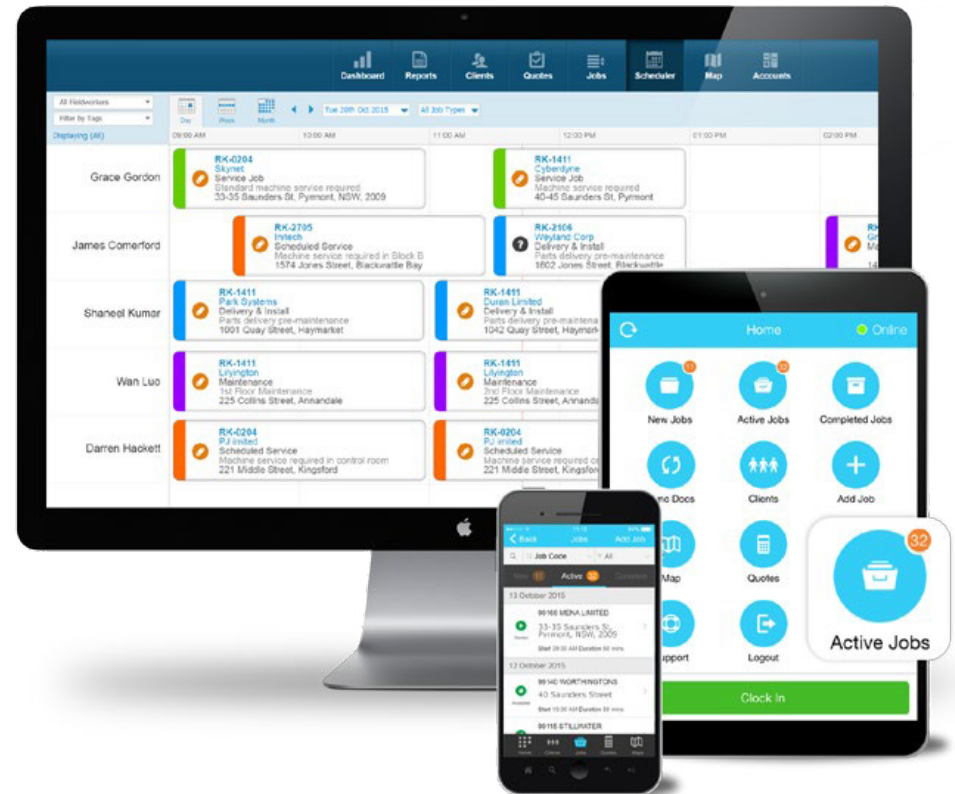
Working smarter

Don't let your small business lose out because paper is slowing you down. It's time to move your business forward and go digital.

When you go through your morning routine, you can open Verizon Connect Work to get a snapshot of what work is being done. Yesterday's invoices were already created, mailed and filed. The field notes were entered into the system during the service calls and never had to touch your desk. And your phone messages are typed directly into the appropriate customer accounts.

All those invoices? On your computer, where you can easily pull them up, print them out or email them to customers. Instead of sitting in a pile waiting to be processed, you can mail them out weekly or daily, which means you can get paid weekly or daily.

Stacks of paper don't inspire confidence. What does? Having all your client information in one place.



Get organized by going paperless.

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Get visibility

Your tech is making a house call to fix a customer's sink, but he doesn't have the replacement valve he needs.

He has to call and order the part, wait 7-10 business days for it to come in and return for another house call to fix it.

But you know that you have the part back at the office in inventory. Let's talk about how Work can help.

If your field workers know your inventory, they can help push sales to the customer. They are your company's touch point with the customer when it comes to service calls. That's why it's also important that they know everything about a job for each service call.

Paper files don't allow for easy additions to notes, and can be lost or left back at the office. Keep notes and other data like photos all in one place, so your people have access to it wherever they are.

When a job becomes more complex than you originally thought, make sure you get paid for that extra time and work. Doing the work without remembering to file the extra paperwork at the office happens sometimes. File your added paperwork on the spot with the Work mobile app.

Having near real-time tracking also helps to prevent fraud. For example, a customer orders a new custom front door. Your contractor put in an order for two – he made sure the customer bought the door that would look good in his own house, too. And that's called fraud. If you're watching your books, in real time, you can find these problems and resolve them before you get into serious trouble.

Verizon Connect Work reminds you to bill for your work, and has convenient payment profiles for your customers, enabling prompt payment.

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Schedule jobs with ease

Job management software is more than just a business tool – it's a way of running your business.

Keeping the office organized, managing employee schedules, and sifting through billing can be tireless. But a field service management app can help you keep the ball rolling and the business running.

A thriving business is an organized business. With a field service management solution, you can keep all your customer files organized and in one place. From customer information to job details, it's now all in one place. You can even capture pictures of projects or pieces that need replacing, and check inventory on the spot to see if the part is in stock or will need to be ordered. It's all accessible to both the office and the field, helping you provide the best customer satisfaction.

Paperwork isn't the only hurdle you face. Sometimes keeping track of your workers can be a job of its own. With job scheduling software, alert your field workers when jobs are scheduled or have last minute changes with SMS, email or push notifications. Also, you will be able to tell how long it takes your worker to get there, so you are better able to book time in the future.



This technology closes the loop between job completion and payment. Jobs can be invoiced from the field instantly via email and transactions can be processed securely in real time. Also, when jobs are completed the invoices flow seamlessly from Verizon Connect Work to your accounting system.

Managing your business and your workers can be easier if you have the right tools. Job management software helps keep you and your employees organized, so you can focus on serving your customers. From organization of files, to managing your fleet, with the right software you can manage your business like a leader.

Want to learn more?

Verizon Connect Work can help your business streamline invoicing, improve communication in the field and provide a better customer experience.

To schedule a demo of our field service management solution, visit verizonconnect.com or call 866.844.2235.

