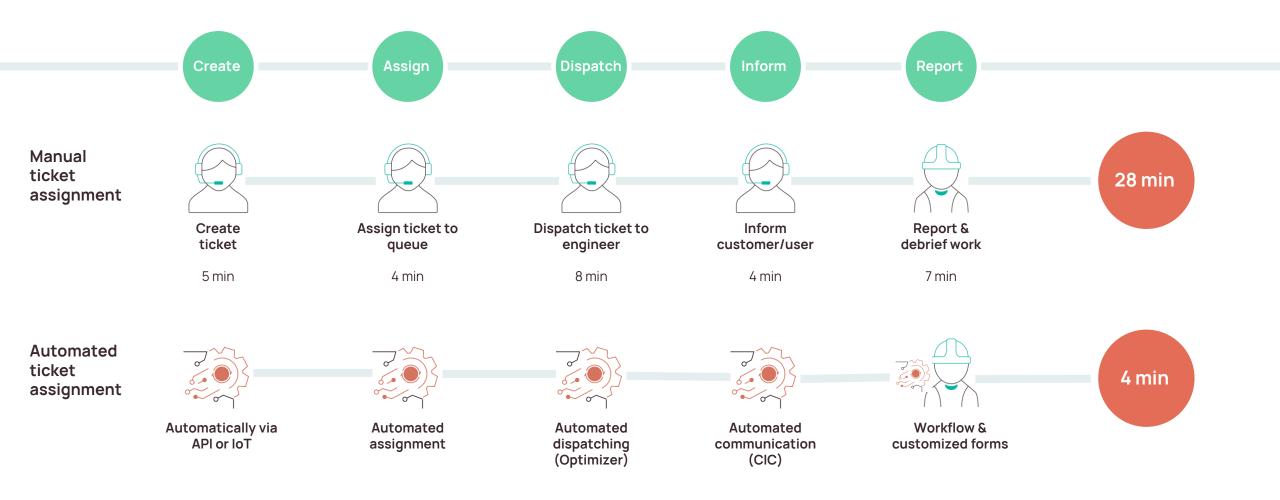
WEBINAR HANDOUT

Transforming Field Service through automation



Automate your service and boost customer experience through proactive field service management

Save time through automation



Save costs through automation

Example: Service company

Number of users: **100** Ø Number of events/month: **1.400**



- → Saving in back-office resources thanks to reduction of administrative tasks:
- → Saving in field service resources thanks to automated dispatching & route planning:
- → Saving in fleet cost:
- \rightarrow CO₂ compensation:

- 120.000 € /year (3 dispatchers)
- 180.000 € /year (3 engineers)
- 72.000 € /year (3 cars incl. fuel)
- >200t CO₂

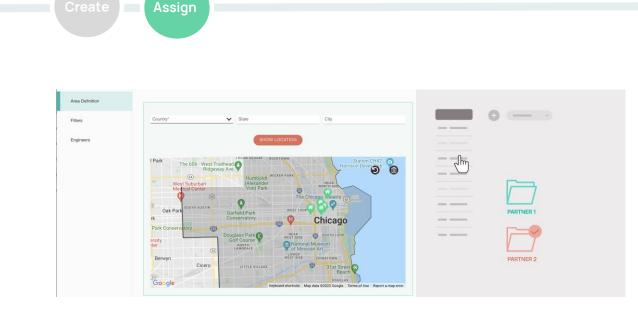
Ticket creation

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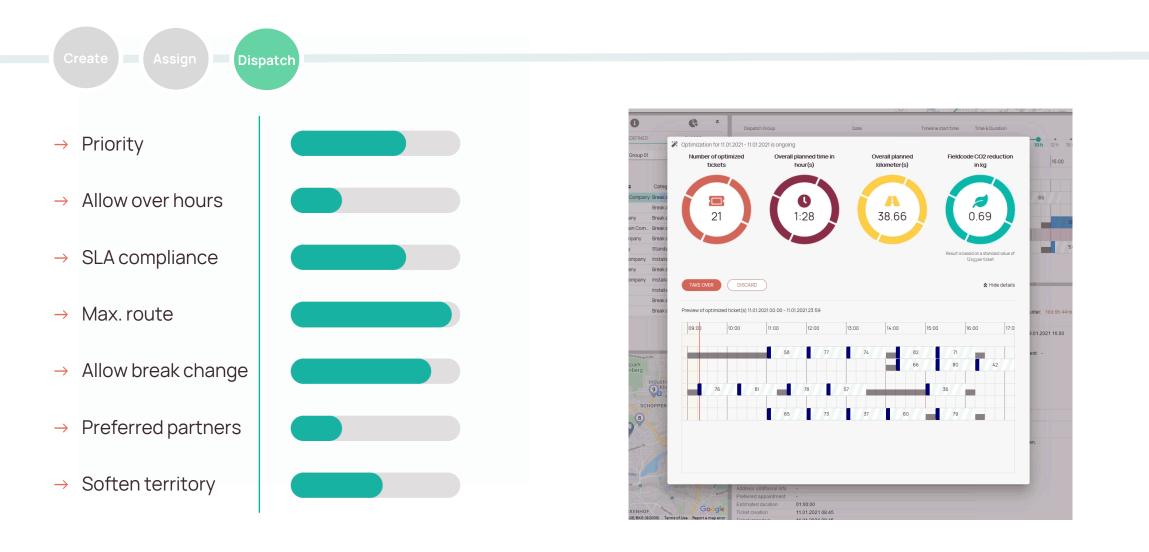
- → Connect Fieldcode easily with your service network via our API connector to all common ITS, ERP or CRM systems
- → Connect all **your IoT assets** to your field service network
- → Generate automated alerts and create tickets for any failures or monitored assets

Ticket assignement/distribution



- → Built for environments with a complex service structure
- → Automated ticket assignment based on several parameters such as ZIP, due date, project, customer, ticket category
- → Permanent, subcontractor as well as agency resources can be easily integrated and informed

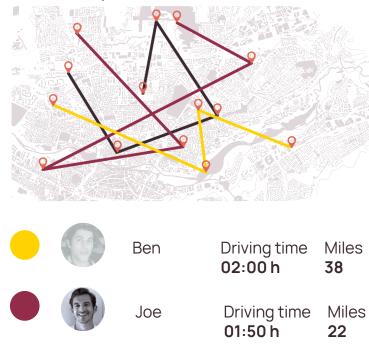
Automated dispatching



Route planning



Manual dispatch



Matt

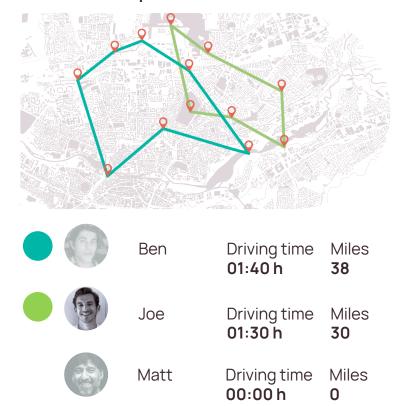
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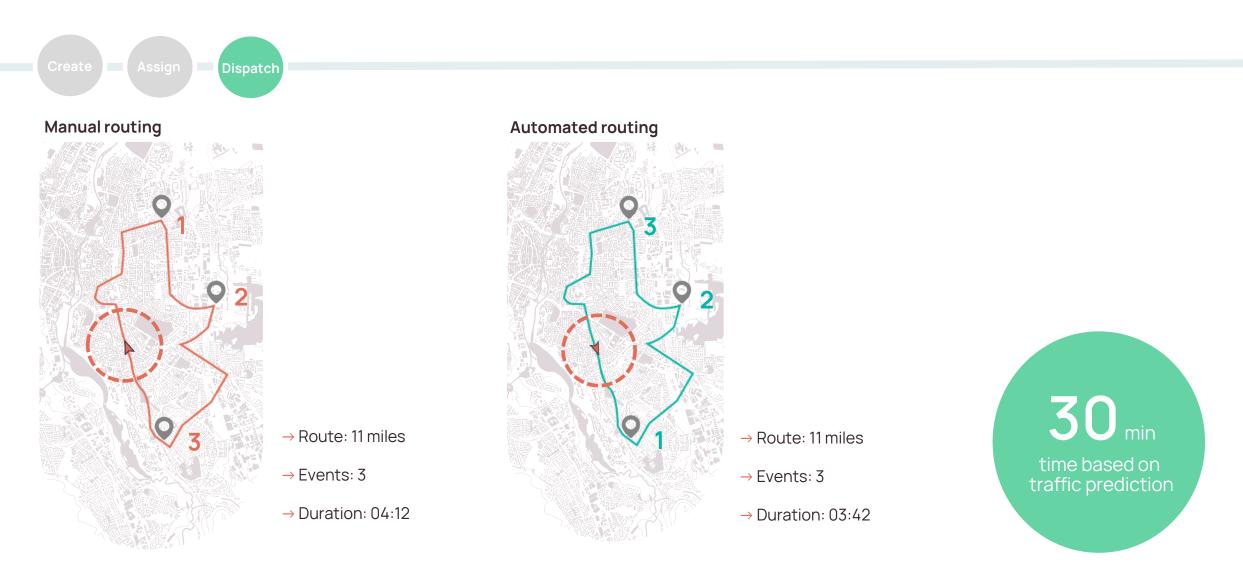
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Automated dispatch



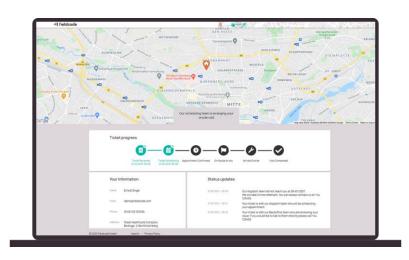


Route efficiency



Customer communication



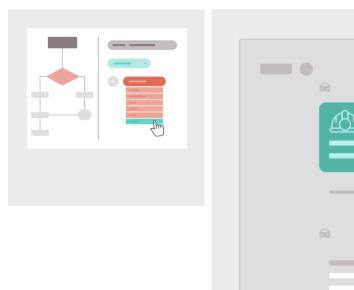


73% of customers prefer having a predefined appointment rather than receiving their service ASAP

- → Keep your customers informed at all times automatically to ensure highest levels of customer satisfaction
- → Appointment confirmation via email or SMS
- → Send out a **tracking link** automatically
- → Estimated time of arrival or delays can be communicated in real-time

Reporting





- → Support your workforce with smart automation
- → The workflow leads the engineer through the process. Each event has a specific requirement and process embedded
- → Important delivery information is highlighted on each event
- → Easy reporting of the event. Only add information which is required

Our solution

Fielddode smart field service software powered by automation

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- → Automate the process of sending and receiving information
- → Improve overall service delivery thanks to the Optimizer
- → Streamline your service delivery processes from ticket creation to dispatch

Reduce costs with effortless dispatching

Increase effectiveness and reduce your manual workload

Automate, organize and manage schedule and dispatch activities effortlessly in realtime. Increase service effectiveness and reduce operational costs with **the Fieldcode Optimizer**.

Based on Al-driven procedures, the system is validating incoming tickets, assigning them to the right technician and reducing efforts by up to 75%.

Up to **100 %**

Reduction of manual dispatching efforts

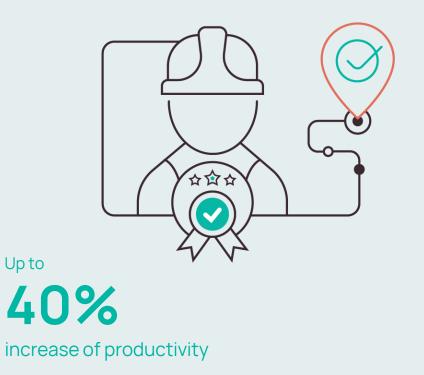
Reduce costs with automated route planning

Fully automated route planning

Dispatch your tickets automatically based on preset rules and capacity, like skills and availability. Aligned with your constraints and priorities, the scheduling assistant helps to meet your individual targets and needs.

For optimal planning the system also uses public data, like traffic and congestion forecasts in addition to your predefined parameters.

Increase utilization of your field service workforce with smart automation



Automation starts with each process

Reduce unplanned maintenance, improve route planning and manage your service delivery on the go. Based on internal research, automation and optimization can **increase the productivity of your field workers by up to 40%.**

This is the advantage of automated route planning helping drastically to achieve better and more efficient schedules for the field workers.

Fieldcode features designed on automation

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Automated dispatching

Revolutionize your scheduling processes and significantly improve your field workforce management with high-end multilayer disposition, optimized route planning and no-touch ticket assignment.

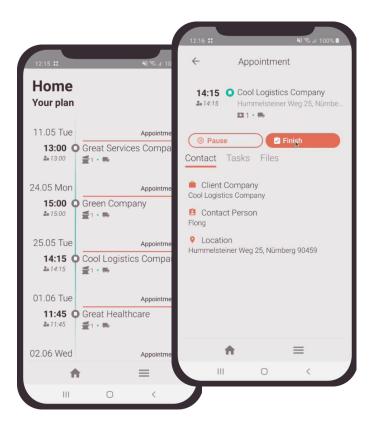
Fieldcode features designed on automation



Highly automated route optimization

Optimize manually planned routes based on mileage, worktime, SLA compliance and even realtime traffic data. Increase utilization and optimize your job scheduling by favoring idle resources and minimizing the usage of overtime hours.

Fieldcode features designed on automation



Mobile app for workforce management

The Fieldcode mobile application is suited for engineers on the field, assisting them in their daily field service assignments and reporting. **Work orders and ticket status can be tracked both, online and offline and full documentation regarding spare parts or instructions are available**.

Company overview

Fieldcode facts & figures

→ 10.000+ active → 100+ countries users

 \rightarrow 100+ colleagues \rightarrow 6 Subsidiaries

25°54'50.6"N 80°19'49.4"W Miami Lakes, USA



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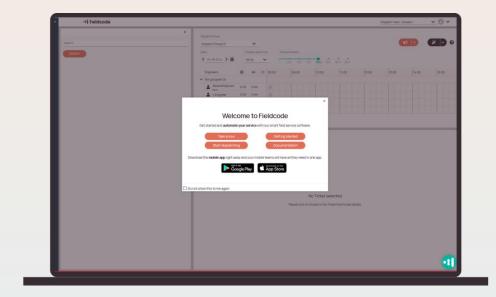


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Transform your field service experience	Please prepare your account	and personalized URL
in just three easy steps . If you already have an account login here.	Account	.fieldcode.com
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REQUEST DEMO		



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- → Email us at <u>demo@fieldcode.com</u>

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