



FIELD SERVICE

OPTIMIZE YOUR FIELD SERVICE OPERATION TO INCREASE REVENUE AND ENHANCE CUSTOMER SATISFACTION

RETURN ON INVESTMENT (ROI)

Inside of six months, many of our clients realize a...

- 100% payback on their investment
- 20% reduction in operating costs
- 39% increase in profit margins

NOTE: These are average returns based on past customer successes.

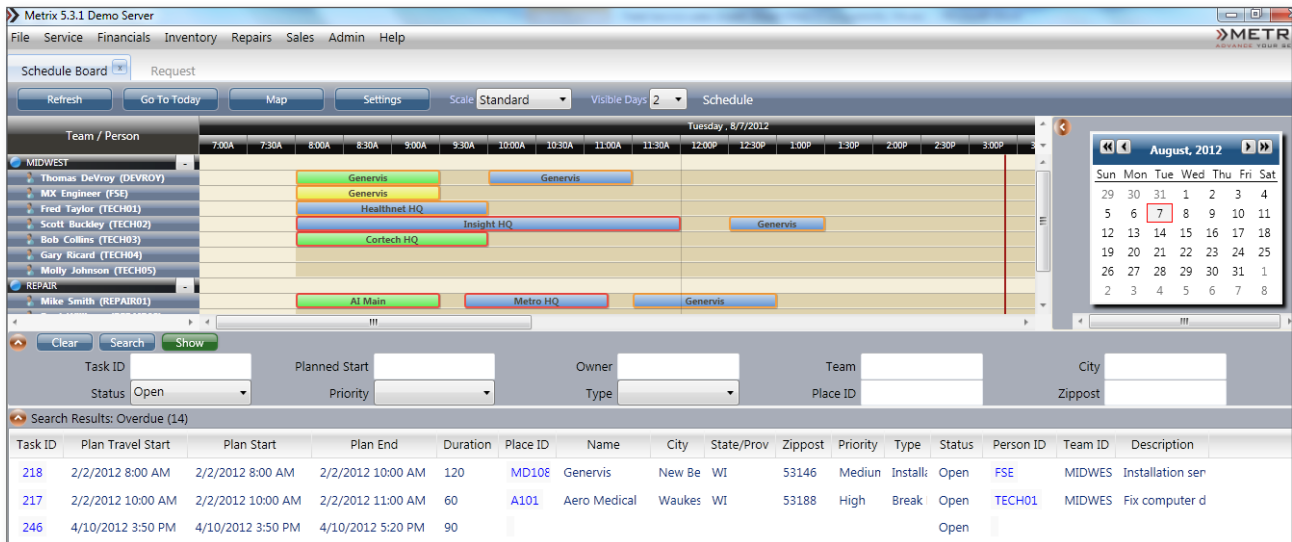
Your field service operation has countless moving parts that all need to be managed accurately and efficiently in order to ensure maximum productivity, profitability and customer satisfaction. What is needed is a comprehensive field service management suite that can intelligently automate, track and monitor all of these disparate business functions simultaneously and precisely so you and your team can do what it does best, service customers.

This is exactly what IFS Field Service Management software does for your service business. It elevates your operation to a whole new level, by giving you the management, automation and data visibility capabilities you require. In turn, you will increase repair efficiency and maximize labor output while controlling costs and maximizing overall performance.

MANUAL TASK AUTOMATION

IFS Field Service Management helps you streamline your entire field service business by automating many of the manual activities that weigh your team down today. Specifically, IFS Field Service Management enables you to quickly and easily:

- Make critical information immediately available to your field force via store-and-forward messaging (capability called Field Mobile Call Debrief)
- Track all non-part transactions including labor, travel and expense allocation
- Facilitate request generation and service order management
- Create, assign, manage and track all operational tasks
- Schedule and dispatch the best qualified and most available technicians
- Manage all customer information including products, contacts, and entitlements
- Track all non-part transactions including labor, travel and expense allocation
- Record all parts used and parts needed



WHO DOES IFS FIELD SERVICE MANAGEMENT HELP?

- **CEO/CFO**
Maximize revenue, control costs and measure profitability
- **VP Service/Operations**
Enhance customer satisfaction, maximize labor output, control costs and increase margin and revenue
- **Field Service Manager**
Increase productivity
- **Field Service Technician**
Increase repair efficiency

REAL-TIME ANALYTICS HELP DETECT ISSUES AND ACTUALIZE OPPORTUNITIES

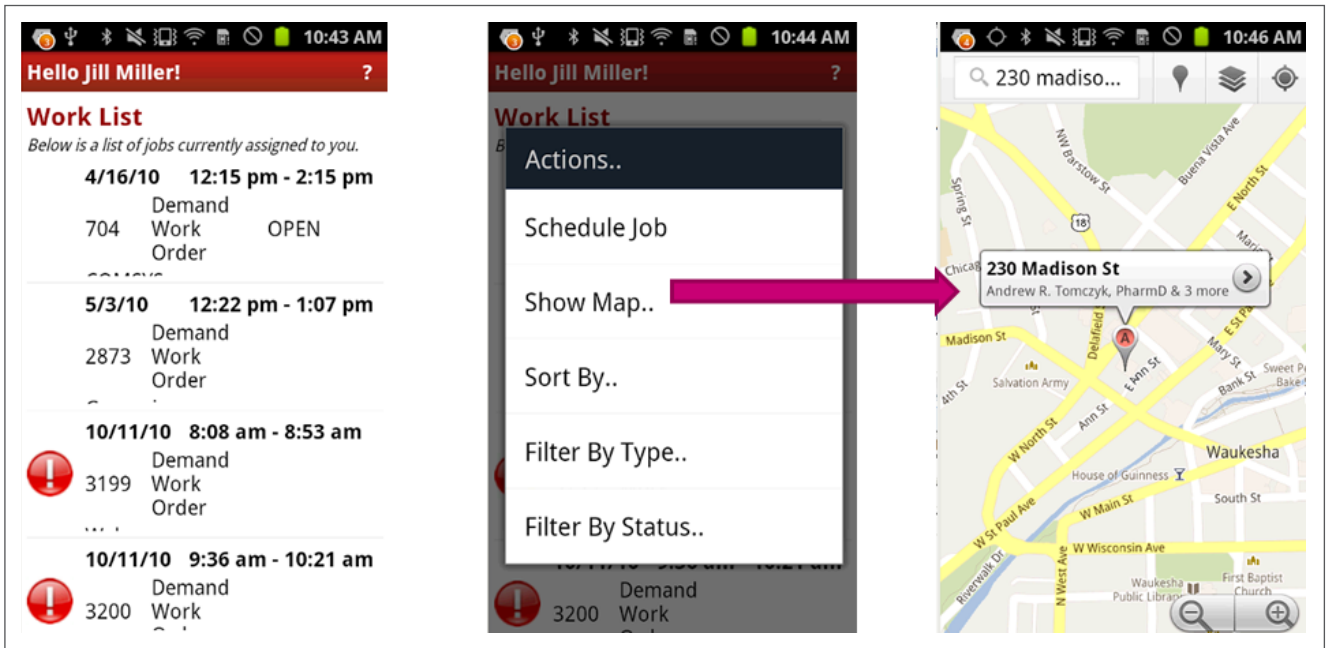
With comprehensive automatically-generated management dashboards, alerts, notifications and reports, you will have the intelligence you need to make important business decisions. You can spot and act on emergencies right away and detect important market trends as they surface. This real-time information grants you the forward-looking capabilities you need to avoid missed or delayed billings, ensure a proper mix of planned and unplanned service, capture previously-unbilled revenue and accurately measure profitability.

OPERATIONAL DATA AT YOUR FINGERTIPS

IFS Field Service Management makes it easy for you to access all of the operational data you need, right when you need it most. You can quickly view historical customer and product reports, metrics on the effectiveness of service staff, as well as important data on field logistics, planning, labor management, product performance, customer satisfaction and more.

Your call center can accurately and easily create orders. Field technicians can identify the right parts and labor resources for specific jobs, close out work with accurate labor reports, and even capture customer signatures upon closure.

The software can also automatically detect part shortages and order replacements when inventory runs low. This ensures you field service technicians always have timely access to the specific parts they require to satisfy your clients' needs. These technicians even have visibility into service histories to help with repair activity.



All of these functions help your operational team meet customer expectations, comply with service level agreements and make the most efficient use of labor resources.

KEY FEATURES

IFS Field Service Management integrates and empowers all facets of your service delivery operation with the following comprehensive set of automation, management, reporting and tracking capabilities.

CUSTOMER ENGAGEMENT MANAGEMENT

- Customer and contact management
- Service order creation and management
- Task management
- Project management
- Service, sales and quoting
- Contract administration
- Pricing and cost management
- Service billing
- Product lifecycle management
- Auto notifications of assignments and order confirmation
- Customer portal (optional)

SPECIFICATIONS

IFS Field Service Management is built on 100 percent Service Oriented Architecture, Microsoft .NET as a foundation supporting SQL Server and Oracle databases, and the IFS Field Service Management Mobile solution is available in a native Windows and Android platform for store and forward application, and platform agnostic for Technician Portals.

SERVICE LOGISTICS AND REPAIR

- Service inventory management
- Replenishment and procurement
- Field returns management
- Depot repair
- Warranty management
- SLA and contract visibility
- Configurable pricing rules

STAFF/WORK MANAGEMENT

- 360-degree schedule optimization
- Task management including task set, and project task
- Task assignment based on skills, geography and availability
- Rules based auto-assignment
- Flexible graphical schedule board
- Drag-and-drop for manual dispatch override
- Technician portal (optional)
- IFS Field Service Management Mobile Windows and Android integration
- Workflow with escalations and approval
- Configurable workflow engine
- Full billing and costing capability

PERFORMANCE MANAGEMENT

- Service level compliance
- Complete visibility by technician and account assignments
- Escalations and alerts/warnings