

Field Service



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Field service is a big part of customer service, which if not done properly can affect the customer experience and essentially your organisation.

Is your organisation struggling with these challenges?

- ▶ Technicians not arriving at customers on time
- ▶ Long first time resolutions
- ▶ Technicians never arriving at site on time
- ▶ Incorrect machinery and equipment taken to sites
- ▶ Manual document overload and confusion
- ▶ Many people needed to control resources
- ▶ Lots of customer complaints

The side effects of poor field service

- ✗ Quality of work decreases
- ✗ Customer's leave
- ✗ Your reputation suffers
- ✗ Your best employees leave
- ✗ Productivity and profitability falls

Field Service puts customers at the center of all interactions by keeping them informed, making communication easy, and ensuring they have positive interactions at every step.

Top challenges for Technicians

- ▶ Pre-visit view of service history
- ▶ Access to service manuals
- ▶ Access to a knowledge base
- ▶ Visibility of spare parts inventory
- ▶ Training videos

89%

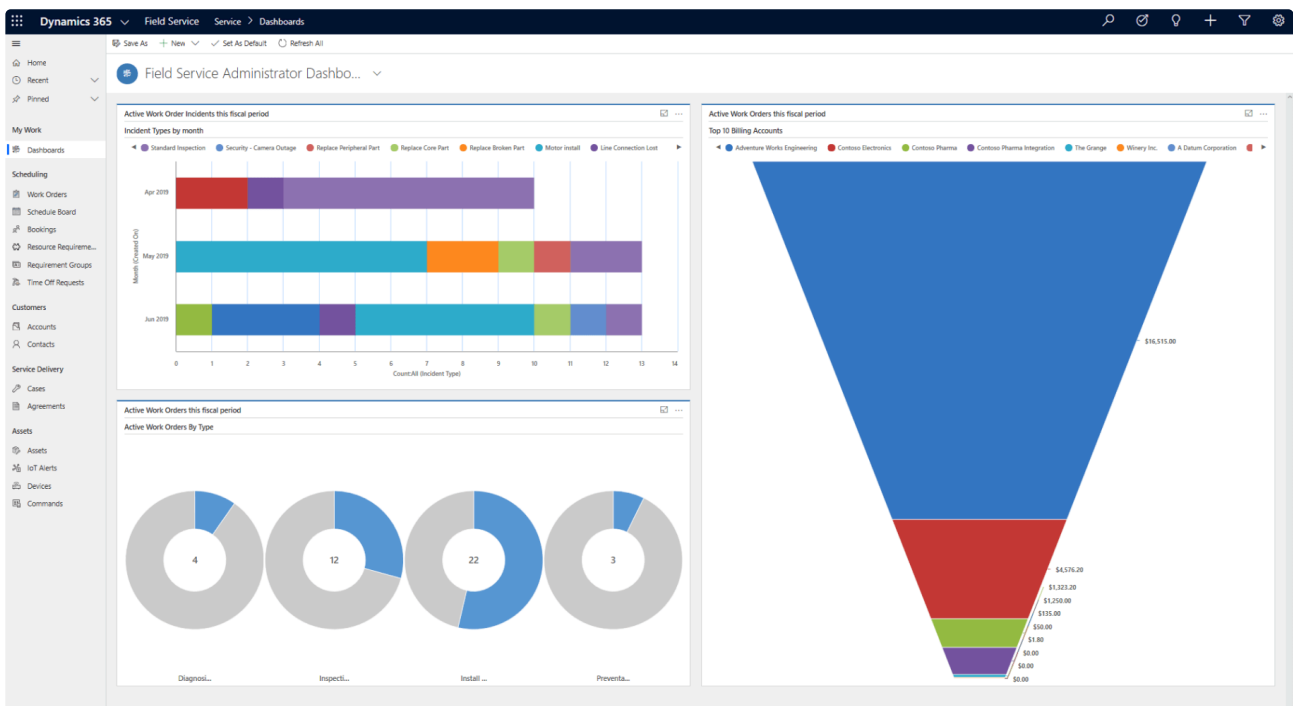
of customers want to see modern, on-demand technology applied to their technician scheduling, and nearly as many customers would be willing to pay a premium for it.

72%

of organisations are prioritizing improvements in customer satisfaction in field service.

Our technology solution offers

- ▶ Useful knowledge base
- ▶ Preventative maintenance with IoT
- ▶ Automatic scheduling and dispatch of skilled technicians
- ▶ Giving customers insight into visits
- ▶ Work order management
- ▶ Inventory management
- ▶ Service Level Agreements (SLAs)





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