

kairos³⁶⁵

F S M FIELD SERVICE MANAGEMENT

by Netboss Comunicaciones



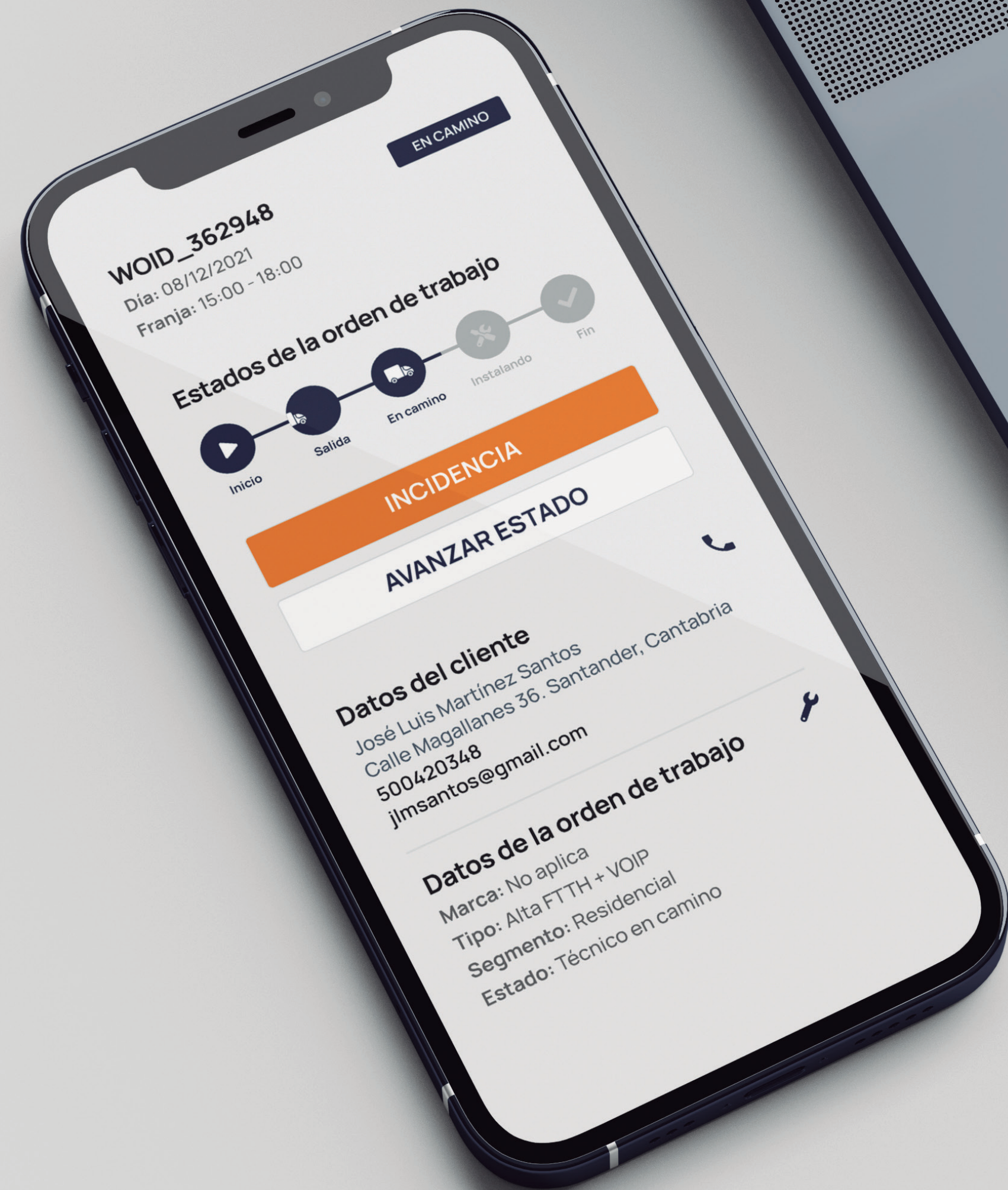
Kairos365FSM connects the field team to the customer and to the rest of the operational areas of the organization

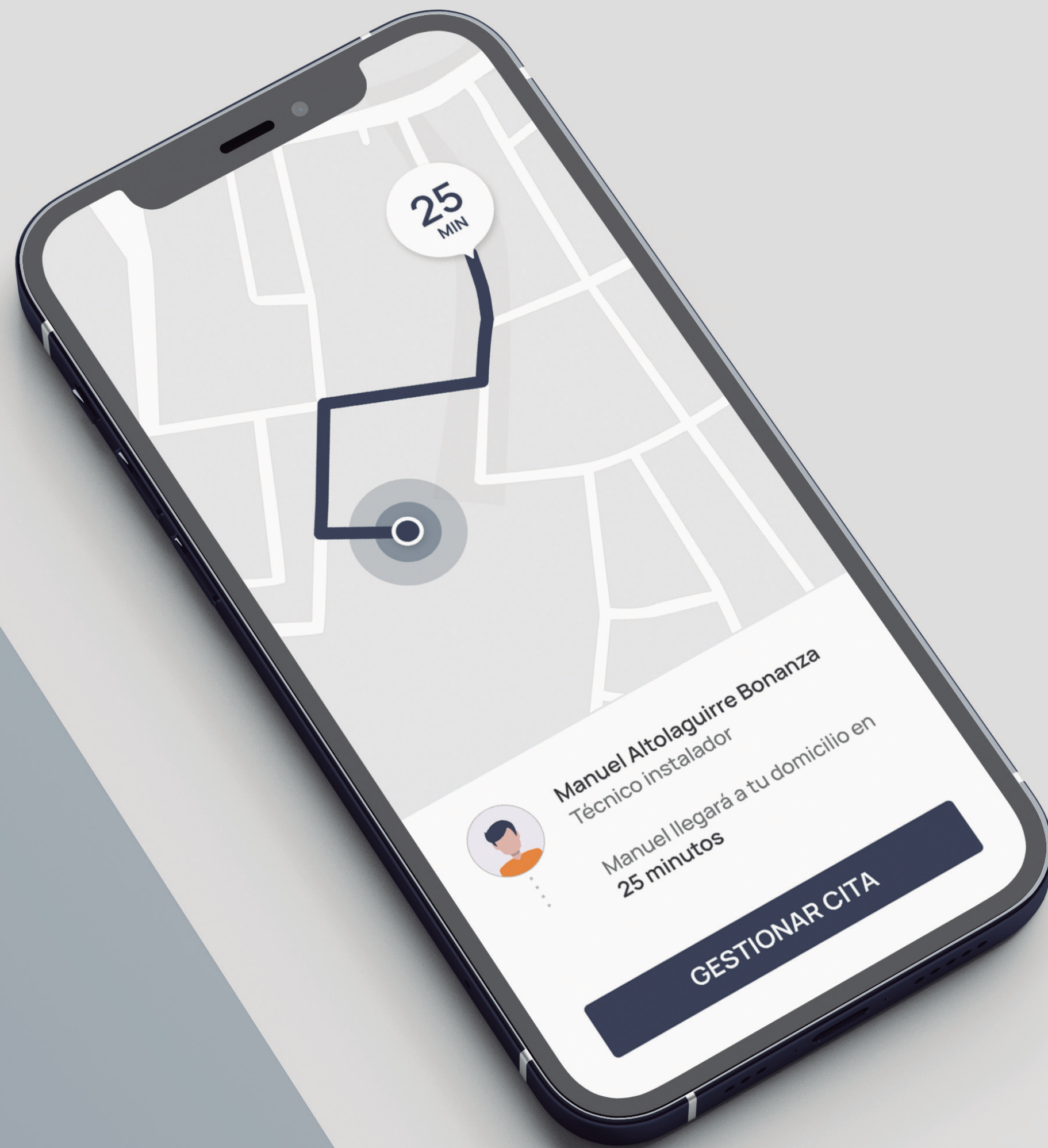
Our Understanding of Field Service Management is what Differentiates us from Other Solutions

Kairos365FSM is a solution developed and implemented by process, telecommunications, and IT engineers to meet today's needs and adapt to the demands which lie ahead.

Kairos365FSM focuses on operational needs, a flexible solution allowing for quick and easy implementations and evolutions.

Kairos365FSM incorporates a wide range of features to orchestrate business processes and operations for any type of company in any kind of industry.





Our Differentiators

Customer-centric: Through working with numerous clients and projects, we at Kairos365FSM have a profound understanding of their needs and preferences. Customer involvement is at the core of our processes throughout the entire life cycle of the service.

Kairos365FSM makes everything configurable so that the user, not the software, decides how to manage operations. In addition to not imposing anything on the user, it integrates with any system or solution regardless of the manufacturer.

The design of operational workflows provided by Kairos365FSM allows companies to transfer their knowledge and strategy to their field operations autonomously and immediately in order to execute them successfully.

Versatility and agility in the configuration and adaptation of Kairos365FSM allow drastically shortened implementation times.

Flexible licensing model: pay for the actual use which is aligned with your operations.

Kairos365FSM Addresses the most Important Industry Challenges

IMPROVE YOUR CUSTOMER EXPERIENCE

By engaging the end user throughout the whole operation, offering them control, quality of service, agility, and a direct communication channel through which to obtain first-hand feedback.

SPEED UP THE ONBOARDING OF YOUR END CUSTOMERS

Kairos365FSM provides multiple tools to design and subsequently manage the delivery process of the service or product, so that the billing process with the customer can start as soon as possible.

INCREASE YOUR QUALITY OF SERVICE

Kairos365FSM helps get things right the first time. This reduces the error rate in field interventions by standardizing operational processes through workflow design.

IMPROVE YOUR BUSINESS INTELLIGENCE

Data is everything! The data that Kairos365FSM collects is visualized in the most understandable and effective way. This allows its users to interpret data in the most relevant terms for them.

OPTIMIZE PROCESSES AGAINST EXTERNAL DISRUPTIONS

Operations processes can be modified in real time with Kairos365FSM by transferring the strategy of your organization to the operations in the field to improve and cope with contingencies or changes in your business.

MANAGE THE COMPLEXITY OF THE TASK

Kairos365FSM sets the guidelines for the field operations so that even a non-expert technician knows what steps to follow at every moment to reach the best result with the least investment of time and effort.

SAVE COSTS

Kairos365FSM contributes to reducing operating expenses by bringing greater efficiency to operations, reducing travel, material in facilities and the cost of field personnel.

Kairos365FSM has achieved results that keep our clients one step ahead in this dynamic digital world. Companies around the world rely on Kairos365FSM to run their field operations in areas such as manufacturing and distribution, asset management, as well as service-based operations.

Our experience and our continuously growing partner ecosystem have made Kairos365FSM a recognized leader and one of the most recommended suppliers in the European Telco industry in Europe; a highly demanding market where our customers need to meet their commitments with maximum operational efficiency.

Kairos365FSM: ideas, solutions and results that matter.



~90%

of work orders scheduled on the day of the sale.

+40%

of work orders executed the same day of the sale or the next day.

62%

of customers interact with notification messages.

35%

of customers rate the service (10% = market standard).

30%

increase in first-time fix rate.

80%

of work orders are executed in less than 48h (in telecommunications).

360° Optimization of your Field Operations



Kairos365FSM optimizes the entire chain of your field operations. The system continuously improves thanks to its own intelligence therefore adapting to the reality of operations while providing the possibility to modify operational processes in real time.

DEFINE

your corporate strategy

CONFIGURE

your workflows in the field.

OPERATE

and monitor all activities in real time.

MEASURE

your data to increase your business intelligence.

Kairos365FSM covers the specific needs of the entire chain of operations and offers its users a comprehensive, flexible, and intelligent solution

ENTERPRISE

Definition of operational processes through the workflow design (BPM).

Forecasting and machine-learning (ML) based on historical data.

BI. Consolidated information from multiple sources.

CONTRACTORS

Complex business rules (availability, routing...).

Monitoring and management of work orders in real time.

Remote Field Service.

FIELD TECHNICIAN

Performance channeled through workflows.

Integration with external systems and devices.

Support from the back office.

CUSTOMER

Independent scheduling.

Notifications and Estimated Time of Arrival.

Digitalized documentation.



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Request a demo



More information about Kairos365FSM [here](#).

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