



# Platform Overview & Features



PARASOLUTIONS

is an Intelligent Field Service Platform  
that is simple, seamless, and transparent



Your gateway to better service

## Platform Overview

Khedmetcom is an enterprise platform that automates the field service management process with streamlined workflow for service organizations and providers to deliver better service to customers using suite of tools and mobile apps. This enables effective collaboration between service provider's employees and customers which will yield in better awareness of company brand & service quality, improve operation efficiencies, increase revenue, and reduce cost and gain of enterprise productivity.

Service managers, schedulers, dispatchers and back office employees can use platform capabilities in order to receive automated customer requests , schedule, assign and dispatch technicians to customer jobs. Additionally, GPS tracking features can be used to view active technicians on map, find optimal routes, view in real-time jobs in-progress and completed routes for jobs per day.

A customer can request service, receives confirmation upon job scheduled and view technician route on the map as “on-my-way” feature. With Technician mobile app, field service individuals can view upcoming jobs using calendar & map, start job, get directions, check in upon arrival at location, take notes and pictures and complete job. Additionally, can find colleagues nearby and view their skills for assistance. A customer can rate the technician & service quality, make a payment and confirm job completion with electronic signature. Full history of past jobs is available for technicians and service management to search as knowledge management. Using the platform advanced analytics and reporting, service executives can view service metrics and KPIs to measure service quality, total jobs completed, top customers by revenue, first time fix rate, technician’s utilization ratio, customer satisfaction, operation cost savings and revenue reporting.

## Platform Features



### Visual Scheduler and Interactive Map

With a visual scheduler, schedulers and dispatchers can view customer requests, create, assign, dispatch, update, and reassign jobs based on various filters including customer preferred schedule times, technician skill sets, technician availability, and customer location. Scheduler can view technician calendars to find availability and also use the Map to locate active technicians and proximity to jobs in order to plan routes and best methods to get work done.



### Technician Mobile Application

A simple, elegant mobile App available on iPhone, iPad and Android for technicians to view their daily work schedule. My work feature displays upcoming jobs on calendar or map where the technician can start a job, get directions, check in on arrival, take notes, comments and pictures, and receive signed confirmation from customer that job is complete. Using the My Profile feature, user can update his info, upload picture, update work skills and products including any certifications. Average rating is displayed based on customer feedback from previous jobs. Technicians can find nearby colleagues, view their skills, request help to expedite work and improve job execution. Past jobs history feature can be used by technicians to search and filter job notes, pictures and other information used as knowledge to serve future customers.



### Portals for Service Providers and Customers

With Service provider portal, managers and stakeholders can monitor jobs in real-time through the service provider dashboard showing job progress on Map, technicians schedules and performance metrics, service levels metrics, and advanced analytics and reporting dashboard showing various KPIs and reports. With the customer portal, customers can submit service requests without picking up the phone and service provider staff is notified immediately. Customer can view a jobs status and get notified when a request is scheduled, and a technician is on his way.

### Field Service Management and Workflow Automation

Automating customer requests for service and life cycle throughout scheduling, Technician assignment and Jobs completion. In addition to recording service job history, and customer feedback.



### GPS Tracking and Navigation

Using platform map services integrated with Google Map API allows tracking of technicians travel time and real-time route to job locations in conjunction with a visual scheduler can dramatically improve service response times and accuracy. Real-time mapping displays where techs, vehicles, and customers are located so you can schedule the best technician for the job. Real-time alerts can let you know when a technician arrives on site and providing on my way notification to the customer.



### Analytics and Reporting

Using the platform advanced analytics and reporting, service executives can view service metrics and KPIs to measure service quality, total jobs completed, top customers by revenue, first time fix rate, technician's utilization ratio, customer satisfaction, operation cost savings and revenue reporting.



## Business Benefits

### Improve Dispatch & Scheduling efficiencies

Reduce time to take calls by customer service and pass information to schedulers and dispatchers.



### Increase technician utilization

by providing technicians with mobile app and information needed to get in less time.



### Increase revenue

Improve your revenue per service job by better management of service including warranty contracts.



### Increase enterprise productivity

when field workforce is equipped with mobile technology, more successful service visits accomplished in less time.



### Increase first-time-fix rate

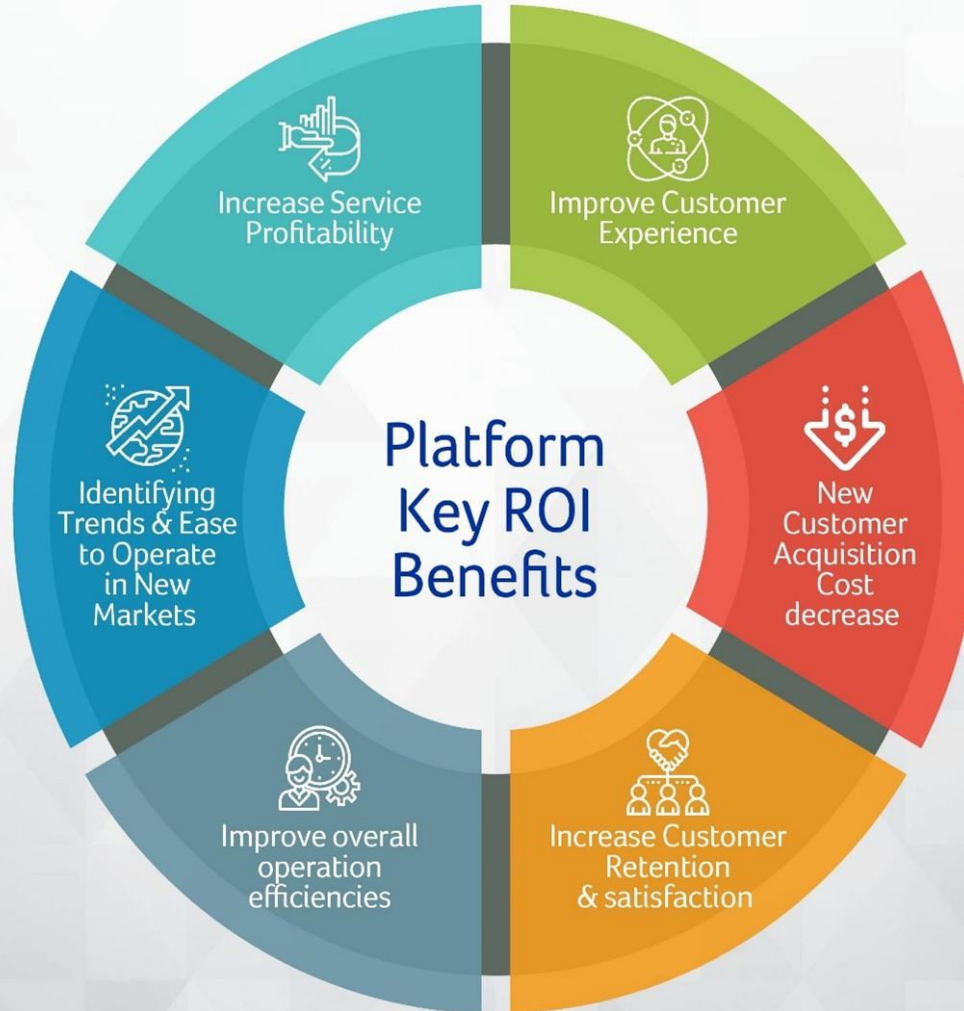
by providing in-depth service history on detailed records and ability to select the right technician based on availability and skill.



### Reduction of back office time and faster billing

Reduced administrative time to review and enter data related to work orders, technician time sheets and invoicing.







**Thank  
You**