

A man with a beard, wearing a blue work vest over a grey long-sleeved shirt, is looking down at a smartphone in his hands. He is standing next to a black and silver A-frame ladder. The background is a blurred view of green foliage through a window. A semi-transparent white box with rounded corners is overlaid on the left side of the image, containing the text "FIELD SERVICE SOLUTIONS".

# FIELD SERVICE SOLUTIONS

empowering professionals everywhere

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## Field Service Solutions

# Successfully grow your service organization

INTRODUCTION	
<b>The Customer Centric service organization</b>	04
THEMES	
<b>Efficient resource planning</b>	06
<b>Eliminating paperwork</b>	08
<b>Improving customer communications</b>	10
<b>Delivering distinctive service to end customers</b>	12
<b>Fix the First-time-fix</b>	14
SOLUTIONS	
<b>Connect</b>	16
<b>Field Service Growthmodel</b>	18
FUNCTIONALITEITEN	
<b>Connect overview</b>	20
<b>Connect mobile</b>	22
CUSTOMERS	
<b>Our partners &amp; customers</b>	26
<b>Customer case Carglass</b>	28





## The **Customer Centric** service organization

Rapidly increasing customer expectations require continuous improvements in business processes; organizations must be faster, better and smarter. Simply automating separate processes is no longer sufficient for this. Successful, customer-driven service organizations understand that keeping satisfied customers is easier and cheaper than winning new ones. They realized that it is essential to put the customer at the center of their growth strategy.

### #WeHelpYouGrow

SigmaX Field Service Solutions inspires and facilitates your team to grow into a customer-driven service organization, so everyone within the organization - from field staff to management - puts the customer first. We help you to take new improvement steps again and again. Steps that help you move forward in organizational development and enable you to perform better.

SigmaX' Connect software and professional services from SigmaX Field Service Solutions can be applied to the following themes:

- ✓ Efficient resource planning
- ✓ Eliminating paperwork
- ✓ Improving customer communication
- ✓ Delivering distinctive service to end customers
- ✓ Fix the First-Time-Fix





THEME

## Efficient resource **planning**

**“The delivery guy was late, I waited all morning for nothing! Or “The mechanic had the wrong parts and was unable to complete his assignment.”** These are some examples of situations that occur every day, which shows: **efficient planning of people and material is essential for a higher customer satisfaction.**

### **A holistic approach to planning**

By choosing a Field Service Solution with a smart planning tool or a mobile solution that seamlessly integrates with your current planning solution, you remain in control of your plan process. Real-time feedback from the field workers gives you continuous insight into the location of your employees and the status of the work orders. This allows you to respond to circumstances during the day and increases productivity of your service employees.

### **Connect’s top features:**



Integration with external  
planning software



Schedule follow-up  
appointments immediately



Material registration and  
inventory management



THEME

## Eliminating **paperwork**

Using paper forms is not only harmful to the environment, but are often not fully completed, are sometimes illegible and got lost. A good mobile Field Service Solution is able to eliminate paper workflows in a way that does not compromise work processes.

### Paperless work

Because the Connect mobile software is tailored to the work process, mechanics, inspectors and deliverers are guided step by step through their workflow. By making certain fields mandatory, important steps in the service process are guaranteed. By working completely paperless, a service organization is achieving three goals at once:

- ✓ Improved customer satisfaction - Due to shorter turnaround times and providing better information
- ✓ Cost savings - Through less administrative working time, also afterwards
- ✓ Higher productivity of the service employee - By automating work and less chance of incorrect input

### Benefits of Connect:



Faster billing



Current stock insights



100% paperless





THEME

## Improving **customer communications**

**Your customers expect to be informed proactively, real-time and through a channel of their choice about the status of their service request. To meet this expectation, you should refrain from paper forms and spreadsheets for scheduling services.**

### **Continuous customer contact**

To meet today's customer expectations, a Field Service Solution with advanced customer communication capabilities is essential. This keeps the customer continuously informed by e-mail, WhatsApp or text messages. This helps customers plan their time and prevents frustration. In addition, performances can be made transparent by asking your customer for feedback after each visit. The results will help you grow further into a customer-driven organization.

### **Connect's top features:**



E-mail, WhatsApp or text messages



Questionnaires and checklists



Measuring customer satisfaction



THEME

## Delivering distinctive **service** to end customers

Achieving predictive maintenance is a holy grail for many service organizations. Predicting when to replace certain parts of an object is complex and depends on many factors. But is certainly not impossible!

### From reactive to proactive maintenance

The Internet of Things, in combination with the right data, enables organizations to monitor equipment in real time. In addition, costs for connectivity and sensors have drastically decreased. This enables you to take the step from corrective and preventive maintenance to predictive maintenance.

The advantages are obvious:

- ✓ Proactive maintenance
- ✓ Reductie van downtime
- ✓ Efficient planning
- ✓ Improve first-time fix
- ✓ Process and product optimization

### Connect supports:



Predictive Maintenance



Remote monitoring



IoT integration







THEME

## Fix the **First-time-fix**

Not being able to solve a problem in one go is a major source of frustration to customers. It is also an unnecessary expense for service organizations; extra driven miles, wrong parts and of course the wasted time that could have been better spent on other work orders.

### Avoiding delays

A Field Service Solution helps improve the First-Time Fix by preventing delays in work. Intelligent planning ensures that an employee with the right skills and the right material is sent to a job. In addition, the technician has insight into contractual agreements.

### Connect's top features:



E-mail, WhatsApp or text messages



Connect IoT



Stock insights at colleagues in the near area





## Connect - The powerful **field service solution** for your industry

SigmaX Field Service Solutions is offering a complete solution to apply the described themes within your service organization. SigmaX Connect is standard software; with the extensive configuration options, the software is suitable for service organizations of all shapes and sizes. Through years of experience, we have built up specific domain knowledge in various industries, enabling seamless integration with your processes and systems.

### **#WeHelpYouGrow**

We put your service organization first, work with you to clarify where challenges and opportunities lie and transform these into a plan with solutions that will take your service organization further. Our goal is to ensure that your service organization can make optimal use of software solutions. That is why we offer support during every efficiency step you want to take.



## Growing step by step with the **Field Service Growth**

**Growing towards an efficient and customer-driven service organization starts with strategy. What is your mission? What is your vision? The answers to these questions determines your DNA. We know that no service organization works the same way.**

We would like to get to know you before improving things. What are your goals and KPIs? How is your service organization performing now? Ultimately, your organization, needs and objectives determine where your opportunities and possibilities lie. Our Field Service Growth Model helps you to gain insight into your growth phases and what you need to do to take the next step. But how do you take the next step?

### **Service Essentials capabilities:**

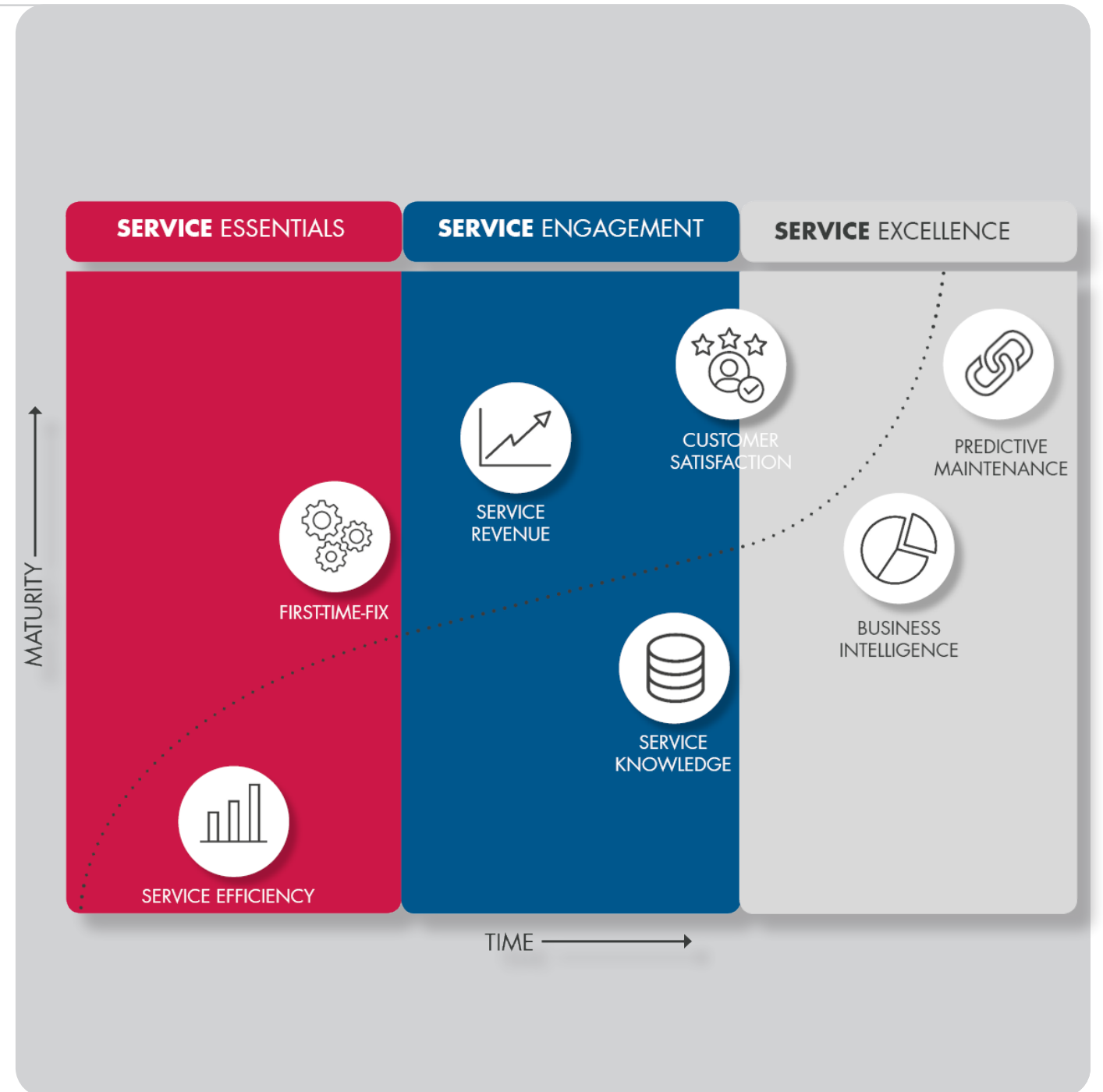
Do you want to focus on being able to execute as many work orders as possible with your available workforce? Then the Service Essentials capabilities can help you further. These capabilities realize cost savings and enables efficient working.

### **Service Engagement capabilities:**

Do you also want to achieve more customer satisfaction during the implementation of the complete service chain? Then you can choose the Service Engagement capabilities. Your customer is central and more turnover is generated.

### **Service Excellence capabilities:**

If you already focus on operational excellence, you can opt for the Service Excellence capabilities. This provides insight into your own processes and enables improvement.







## Connect overview

Connect is divided in different (optional) modules and connects external systems to ensure that your service organization performs optimally.

### Connect Mobile:

Our workflow driven mobile application for handling all your Field Service processes. Due to the flexible structure, we support, among other things, breakdown and planned maintenance, inspection, collection and delivery processes. By applying different functionalities, we are able to model your process perfectly and we offer you a total solution for your service employees within one native application.

### Connect Backoffice:

Connect Backoffice gives you insight into the status of your operational performance and a management module to manage users, IoT sensors and devices. Connect Insights provides you with insight into the current location of your service employees and KPIs such as realized vs. planned job duration.

### Connect Planning:

The web-based Connect planning board offers you a digital planning board, route optimization and seamless integration with other modules of the Connect Field Service platform. Do you already have your own planning software? Regardless of which planning solution you are currently using, with Connect you will experience a seamless connection through extensive, standardized interfaces.

### Connect IoT:

The Connect IoT module takes care of the reception, storage and processing of critical sensory data. Alarms are generated based on configurable logic. The alarms can be forwarded by the Connect Data Hub to (external) systems. The sensory data is combined with relevant data about the relevant asset, such as customer data, location data and, if applicable, the applicable contractual agreements.

















### Connect Datahub:

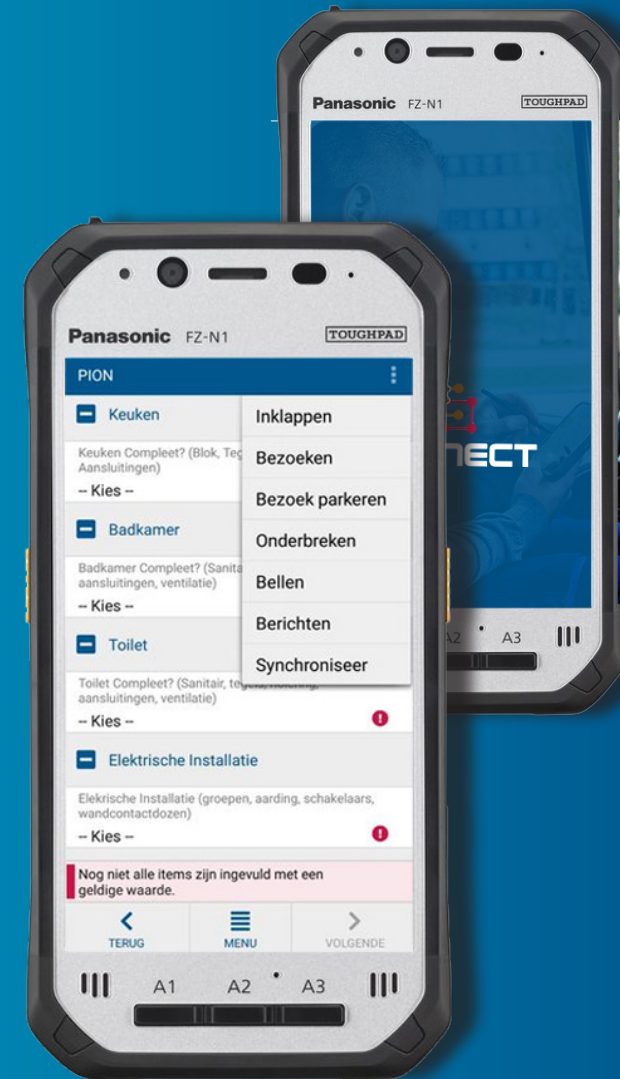
The data engine from Connect. The Connect Datahub receives data from different source systems and distributes it, whether or not in a modified form, to the external system of your choice. This can be an ERP system, but also a Planning or CRM system.









## Our mobile software includes:

-  Workorder overview, with details and planning
-  Create new workorders and pass them on to the office staff
-  Signoff by customers
-  Navigating to the next workorder
-  Contract information and mobile payments
-  Track & Trace
-  Stock information and material and stock logistics
-  Take photos and make sketches
-  Register and approve hours and / or miles
-  Conduct inspections
-  Send and import attachments
-  Barcode registration
-  Parking workorders
-  Online search for workorders in the area
-  Configurable checklists and questionnaires
-  Generate and e-mail the workorder in PDF



## Connect benefits

-  **Standard software**  
Our reliable standard software is configurable to support different work processes.
-  **Integration**  
Seamless integration with ERP and external planning systems.
-  **Working online and offline**  
With or without; your employee never depends on network service.
-  **Cost effective functionalities**  
With Connect you manage your stock efficiently





## Our partners & customers

Connect is set up as standard software, but thanks to the extensive configuration options, the software can be used by service organizations in various industries.

Depending on your wishes, we deliver the Connect software from the cloud or within your ICT environment on premise. We capture agreements in a Service Level Agreement. This way you know exactly what you can expect from our service in the event of an emergency, how often we measure performances of Connect and how we share achieved results.

### ✓ Cloud & on-premise:

Choose an option that matches your IT infrastructure needs.

### ✓ Application management:

If you don't want to worry about your application landscape.

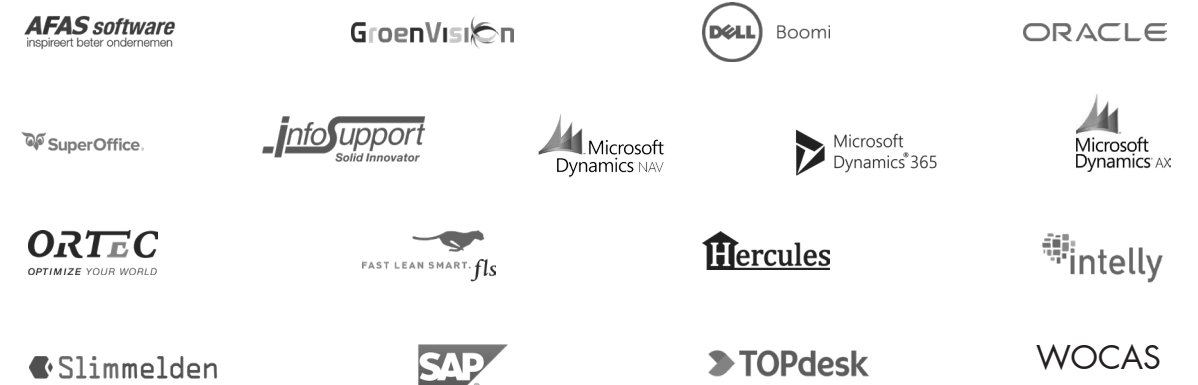
### ✓ Monitoring & Control:

Compile your own Service Level Agreement if you want 24/7 monitoring and support.

### We enable your optimal service process with the following partners:



### Connect integrates with the following packages, among others:



### We proudly work for the following customers:





**“THE IMPLEMENTATION OF CONNECT HAS DELIVERED THE NEEDED SAVINGS OF TIME AND THEREFORE HELPS MORE CUSTOMERS IN THE SAME TIME.**



CUSTOMER CASE

## Carglass

**From 56 locations and a mobile service branch, the 350 Carglass technicians ensure professional windshield repairs and replacements every single day. To enable fast service to customers nationwide, Carglass implemented Sigmax Connect.**

### Carglass optimizes repair service

Getting customers back on track is a top priority at Carglass. “In case of damage, you don’t want to wait long for the repair,” explains Joep Jagtman, Process Improvement Manager at Carglass Netherlands.

“To guarantee a fast service, we implemented Connect Mobile and Planning from ORTEC with which we plan all assignments from 3 planning centers based on the first possible available, taking into account the capacity and product availability.”Jagtman adds: “We control our service technicians via a smartphone running Connect’s mobile software. Here the service technician fills in all data digitally. All this saves us the necessary time and so we can help more customers in the same time.”

### Optimal planning

The planners are entering service technician availability in the coming weeks and whether they work at a Service center or mobile. The system uses this data when calculating the planning. During the day, new assignments will be received online or by telephone. Based on the type of car, license plate and location, the software automatically calculates a number of suggestions for an appointment. As soon as the customer has made a choice for a location, day and time, the order is created in the ERP system of Carglass and the planning is updated per Service center and per service technician.

### Well-equipped on the road

On the smartphone, the service technician consults his assignments for the day, checks which materials are needed and records his travel time. He also takes photos as proof of the damage. The service technician then discusses the work with the customer. If all data is correct, the customer signs for approval on the smartphone, after which the service technician starts working. Afterwards, he enters which materials he has used, after which Connect calculates what the customer may have to pay. The service technician prints a receipt for the customer and reports the order ready on the smartphone. At the same time, the ERP system and the planning software are updated. “The great advantage of this is that all data is available after the work order has been completed. That way we can start invoicing to insurance companies earlier,” says Jagtman.





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