



# Fieldez

Service Brochure



# Overview

Happy customers make successful companies and this process begins with offering high quality service. When service providers deliver an experience that's quick, hassle-free and efficient, they multiply their chances of increasing revenue and gaining more referrals. How? Better customer experience delivered during the consumption of a service has a resoundingly positive effect on customer loyalty and delight. When you make one customer happy, you're also getting a shot at exploring a business opportunity with everyone in their network.

This highlights the need for seamless and efficient customer service across every customer touch point – especially at their doorstep.

**So how does FieldEZ help you deliver a better brand experience?**



## About FieldEZ Service

FieldEZ offers an on-demand mobile-field force management solution that empowers your field service personnel to become more responsive and productive. With FieldEZ Service, you can enable your field service personnel to make the most out of every customer visit by increasing the first-time fix rate, saving your organization time, delivering cost effective service – and more importantly, leaving you with happier customers.

### *With FieldEZ Service, service managers can:*

- Assign, schedule and dispatch service personnel to a customer site based on skill-set mapping
- Track service performance metrics such as time spent on call response, travel time, resolution time, overtime and time spent out of office
- Identify common issues, track their impact on operations and take preventive measures
- Receive timely, accurate and valuable information about your team's efficiency
- Define the workflow to be followed by service personnel for call status reporting on the mobile

### *With FieldEZ Service, field users can:*

- Receive work orders or incidents on phones in the field
- Locate the best way to reach a customer using maps and driving directions
- Understand the nature of issues reported by customers before the visit
- Order required spare parts from the phone
- Capture and attach photographs of the site
- Collect and update customer and incident information
- Report activity status in real-time
- Generate daily reports as well as expense and mileage reports

# FieldEZ

## Service Features

**Configurable Processes:** This enables automation of your business processes ensuring seamless integration with field users and flawless execution of services performed.

**Attendance:** Service engineers can record their attendance and location.

**Travel Distance:** For each user, the total distance travelled during the day is captured. Along with this, the distance travelled at regular intervals is also captured.

**Scheduling and Dispatch:** The graphical scheduler provides for easy scheduling of all open calls against the time slots your field staff have available. It also allows color-coding each process step for quicker identification of the current status of each call.

**Reports:** FieldEZ Service provides custom reports based on your organization's needs.

**Alerts and Notifications:** E-mail and SMS notifications can be sent automatically at predetermined points during your service process. These notifications can even use the information that is being captured in the field.

**Customer Management:** Customer information can be edited when required and customers get added directly into the customer database whenever a call is created. New calls can then be created using the information stored within the customer database ending redundant data entry.

**Credit Card Payment Collection:** Collect credit-card payments through a mobile card reader.

## Feature List

- Lead/Service Ticket Management
- Configurable Processes
- Configurable Forms
- Scheduling and Dispatch
- Calendar
- Broadcasts
- Reports
- Workforce Territory Management
- Alerts & Notifications
- Connect to ERP/CRM
- Location Tracking
- Attendance
- Bulk Lead/Ticket Management
- Role-based Access Control
- Rich User Management Capabilities
- Product/Spare Catalog
- Partner Management
- Bluetooth Printing
- Credit Card Payment Collection
- Bio-metric Scanning



# Benefits

**Increase customer satisfaction:** Service engineers are now better equipped to locate the customer, diagnose issues and decide on the next course of action, right at the first visit. Service managers can also assign a customer visit to an engineer depending on the locality they service and the required skills. This efficiency translates into more calls being completed per technician.

**Improve efficiency and productivity:** Field personnel can effectively communicate and update their head office or service managers while they're on the move. This way they can avoid the unnecessary office commute and the filling up of daily service reports, making the best use of their time.

**Reduce cost and improve revenue:** FieldEZ Service has helped customers achieve powerful results. A leading computer hardware servicing organization – who is a service partner for Dell and Lenovo in India – achieved an increase in SLAs from 33 percent to 81 percent. 6,500 field engineers used FieldEZ Service to process over 1 million calls and the organization drove a 10 percent increase in volumes handled with a 25 percent work force reduction.

**Gather real-time information from the field:** Service engineers now have the ability to access critical information in real-time, place order requests, log daily activities and report attendance through their mobiles. By providing insights into data, such as inventory stock and availability, FieldEZ Service can assist engineers in making the right commitments to customers, right then and there. Service managers can also keep track of engineer locations in real time.

**Raise employee morale:** Service engineers can be empowered to make the right decisions at the customer site because they have access to all the right data. They can also be assigned cases based on their area of expertise, ensuring your organization always sends the person most capable of completing the service quickly and efficiently.

# The FieldEZ Advantage

FieldEZ is one of the first mobile field force management applications to work in an online (2G or 3G) or offline mode across iOS, Android and Java devices eliminating the dependency on a live data connection. It is highly configurable, so you can model the service process to suit your organization's processes that require specific workflows, forms and data.

We have configured our field force management solution for over seven industries including :

- In-home care services
- ATM servicing
- Oil and gas
- Temporary staffing
- Large white goods manufacturers
- Computer hardware manufacturers
- Banking, financial services and insurance (BFSI)

FieldEZ Service controls workflows on the mobile from the server while seamlessly integrating with any backend system through web-services. As a partner, you are assured of rapid implementation and quick time-to-market. Our product's intuitive design makes it easy to use, which means that your workforce requires no training to use it.



*FieldEZ is one of the first mobile field force management applications to work in an online (2G or 3G) or offline mode across iOS, Android and Java devices*



## About FieldEZ

FieldEZ offers on-demand mobile field force management solutions that can help you monitor field executive performance, track valuable customer information and respond quickly to changing customer requirements. Our cloud-based mobile workforce management solution helps you leverage real time information from the field to get the best insights into your business operations and customer satisfaction. We work with organizations across industries including banks, hardware and white goods servicing and in-home care services to deliver highly customizable solutions to streamline field force processes and deliver high quality experiences to their end-customers.

**To know more:**

Visit [www.fieldez.com](http://www.fieldez.com), call a sales representative on +91 90043 84160 (India) or write to us at [sales@fieldez.com](mailto:sales@fieldez.com)

**FieldEZ Technologies (P) Ltd.**

#1, "Bikaner Pinnacle", 3rd Floor, Rhenius Street, Off Richmond Road, Bangalore - 560 025

