

# FieldConnect

Maximizing Field Service Profitability

**FieldConnect maximizes customer satisfaction and profit per field technician by managing real-time service call information to all service stakeholders: customers, technicians and dispatchers.**

Our open, web-based solutions integrate seamlessly with Sage Timberline or MS Dynamics service management software to deliver a superior field service mobilization solution.

### With FieldConnect You Can Now

**Maximize field service profitability** - Improve field technician profitability by eliminating paper and manual errors, automating route planning and vehicle/equipment tracking as well as empowering field technicians with up-sell and cross-sell capabilities. Improve customer satisfaction by providing online self-service status checking and service call self-initiation.

#### Specifically FieldConnect allows you to:

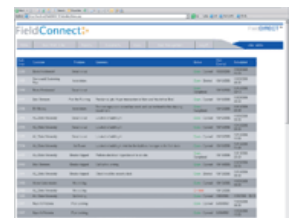
- ❖ **Connect Technicians** – You can no longer tolerate missed parts or lost paperwork. You need to accurately track billable time and parts accurately at the point of service.
- ❖ **Empower Customers** – You need to provide customers real-time service call information, build loyalty and win new business. You need to reduce service delivery costs with real-time 24/7 self-service access to open and track detailed service call information.
- ❖ **Track Your Fleet** – You need to track vehicles in real-time in order to get the closest available qualified technician to a critical customer call location increasing the accuracy of arrival time to meet customer commitments.

### About Field Service Mobilization

FieldConnect enables companies to provide **technicians** with an intuitive, easy to use workflow-based interface that allows them to quickly find and report all information necessary to complete and bill field service requests.



**Customers** are presented with a unified view of all their field service requests along with real-time status and the ability to open new requests.



**Dispatchers and fleet managers** have a real-time graphical view of work order information, your fleet and what they are doing (speeding? parked? in transit?).



**FieldConnect has been field service mobilization experts since 2002, enabling improvement in field technician productivity by 27%, revenue by 13%, profitability by 17% and customer satisfaction by 19%.**

Through a comprehensive set of features and functionality, FieldConnect addresses the needs of today's field service organizations, combining technician connection, customer empowerment and fleet tracking with ease of management and the lowest total cost of ownership in the industry.

**Only FieldConnect Offers:**

- **Save your customer base:** Improving service response and adding value during a call will ensure retention and satisfaction
- **Up-sell Cross-sell on service calls:** Having access to what is available and the cost involved is the first step to increasing the revenue for each field service call.
- **Expand territories:** More control over communications with your technicians and visibility to your fleet's status, you can begin to expand the breadth and depth of your service coverage.
- **New Standard for mobilization:** Real-time communications between all service stakeholders: customers, technicians and dispatchers sets a new standard for productivity, revenue and profitability expectations.

**FieldConnect is an intuitive, easy-to-use field service mobilization solution.**

The total solution can be installed and setup within a couple of hours and seamlessly interfaces with your Sage Timberline or MS Dynamics service management installation.

**The FieldConnect solution includes:**

**FieldAccess:** Software to allow a technician to directly access and update information in the company's service management system.

**FieldDirect:** Portal software that directly interfaces with your current service management database facilitating customer self-service for status tracking and opening service calls as well as a management dashboard of current field service status.

**FieldLocator:** Software and associated GPS devices to bridge the gap between your fleet and your service management database.

**Business Solutions**

Specific business issues that are addressed by FieldConnect include:

**Eliminating paper and easing dispatcher duties** – Real-time communications between all service stakeholders: customers, technicians and dispatchers

**Enhancing customer satisfaction** – More timely response combined with self-service equals happier customers

**Regulatory compliance:** having complete information at your fingertips not only for audit purposes but in the event a customer wants to resolve an invoicing issue

**Time to invoice:** Typical 30 day invoicing delays can be reduced to real-time emails or daily system runs

For more information visit our web site at:  
[www.FieldConnect.com](http://www.FieldConnect.com)

**CPA\*Technology**  
101 W. Elm St., Suite 500 Conshohocken, PA 19428  
p 610.862.1998 f 610.862.3200 w CPATechnology.net

**FieldConnect, Inc.**  
2151 Michelson Drive, Suite 262  
Irvine, CA 92612

**FieldConnect**  
Maximizing Field Service Profitability

© 2008 FieldConnect, Inc. All Rights Reserved. FieldConnect, the FieldConnect logo, FiledAccess, FieldDirect and FieldLocator are trademarks or registered trademarks of FieldConnect, Inc. in the US and/or other countries. All other product names and/or slogans mentioned herein may be trademarks or registered trademarks of their respective companies. All information presented here is subject to change and intended for general information. Printed in the USA.