

Exact Field Service

“Having the Right Tools Can Make All the Difference.”

The senior manager of a field service organization is asked to reduce costs, meet service level agreements, convert unhappy customers to happy ones, make unprofitable customers profitable again, and respond to unpredictable demand in a consistent manner. In short, to make magic.

Exact Field Service™ provides a powerful set of business tools that can help you perform magic by optimizing the efficiency and effectiveness of your entire team. Built on award-winning Synergy® technology, it enables you to take control of your operational processes. The entire organization can be united with access to customer records, contracts, service orders, schedules, invoicing, and financials, from anywhere, at anytime.

Service Work Orders can be easily created and dispatched to technicians for faster customer response time.

- Keep field people in the field. All the information they need can be accessed in real-time through a laptop or PDA. There's no need to come to the home office with schedule or work order questions or to tie up office personnel with phone calls.
- Arm your phone representatives with complete item and customer history, and a deep technical knowledge base so they can properly identify the issue and assign the correct problem code.
- Dispatch technicians, employee or contractor, based on location, schedule availability, skill searches, and certifications.
- Notify technicians of schedule changes via workflow requests and integration with their Microsoft Outlook calendar. Email, page, phone, or fax notifications can also be sent using Exact Event Manager™.
- Maximize uptime through scheduled preventative maintenance at regular intervals, based on customer usage, or both.

Warranties and Service Contracts are searchable by customer, location, item, etc., and provide accurate information to technicians and customer support representatives on the status, terms, and conditions.

- Set proper payment expectations and eliminate any confusion over what's covered and what's not before the service is performed with full access to contract terms and history.



Field Service business benefits:

- Improve service response time
- Maximize technician productivity
- Speed billing and improve collections
- Access real-time information anytime, anywhere
- Offer customers self-service capabilities via a Web Portal
- Leverage knowledge gained in the field across all your customer interactions
- Track time & materials by project, contract, product, location, and customer

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- Have complete flexibility in setting terms and conditions on contracts. Vary charges by labor type, part, time of day, holiday, rush service, etc.
- Keep customers current with automated renewal notices. Detailed service records help justify service contract extensions.
- Renew or upgrade contracts on the spot. Field technicians and call center personnel have complete access to contract renewal and expiration.

Billing & collections are accelerated through timely and accurate invoicing. Technicians enter the work performed and parts used directly into the system.

- Eliminate the errors and inefficiency from re-keying work orders from paper forms.
- Avoid invoice disputes by billing only for parts and service that are not covered under contract.
- Reduce your write-offs by checking a customer's outstanding balance before scheduling additional services.
- Monitor open work orders and ensure technicians submit them for billing on a timely basis.

Parts management with accurate, up-to-the-minute inventory levels lets you improve part availability and reduce costs.

- Track parts inventory by location, down to the individual service van.
- Automatically relieve inventory items used on service orders and initiate purchase orders from the field for any missing parts.
- Match inventory usage with problem codes, failure rates, and vendor history to improve inventory planning and quality management.
- Reduce broken calls by checking technician's parts stock before assigning work orders.

Account management isn't just for the sales department. Customers don't want to repeat themselves just because different parts of your organization don't share information. Now you can present a unified image to your customers.

- Give everyone who comes in contact with your customers access to all the information they need to provide superior service.
- Notify the appropriate salesperson automatically any time one of their customers requests a service order.
- Take advantage of up-sell and cross-sell opportunities. Field personnel can have access to a complete on-line catalogue of products and services, extended warranty and service contracts, financing, and trade-in information.

Self-service web sites reduce your costs and increase customer satisfaction.

- Decrease the number of incoming calls by allowing customers to check the status of their service requests via your self-service portal.
- Empower your customers and business partners to diagnose issues and make routine repairs themselves using a technical knowledge base and ordering parts online.
- Increase the accuracy of problem descriptions by accepting service requests online, in the customer's own words

Exact Field Service provides a powerful set of business tools for your whole organization. From salespeople to service technicians to accounting clerks, everyone has the information they need, delivered securely over the Internet. Processes are standardized and streamlined for increased quality and efficiency. With Exact Field Service you can increase customer satisfaction, reduce costs, and improve cash flow.

For more information about *Exact Field Service*, please contact your Exact Software business partner or account representative today, or visit www.exactamerica.com/fieldservice.