



FIELD MANAGEMENT SOFTWARE – IMPROVE BOTH YOUR SERVICE & FINANCIAL PERFORMANCE

Field service is not just an expense – it is a strategic resource that contributes to the top and bottom line.

Field service and mobile workforce management requires the ability to manage and react to what's happening outside an organization's central office, where conditions are often unknown.

Because quality service is critical to meeting customer expectations and is very difficult to commoditize, service teams can provide their companies an advantage in the marketplace. Service that is delivered correctly and quickly can increase customer retention and revenue, and provide valuable information about customers and their needs.

However, budget limitations and demands to increase productivity can impact your ability to improve customer experience.

vx Field is a proven solution that connects field staff, dispatch, and critical information about customers and jobs to improve service execution, parts tracking, invoicing, and departmental efficiency.

“To meet customer and company expectations, you must allocate resources strategically and optimize their impact.”



ALLOCATE RESOURCES STRATEGICALLY

Service leaders need management tools built for maximum impact. In the past, service teams had a simple mission — solve customer problems and keep them satisfied. Providing service was a cost of doing business. vx Field is designed to help your service organization contribute to the top and bottom line.

- **Scheduling and dispatch.**

Schedule, job, and map-based views of your service team and daily plan. Automate scheduling and dispatch or handle exceptions with manual intervention. vx Field's schedule optimization features allows you to use configurable priorities and algorithms to manage your workforce based on company business objectives.

- **Performance management.**

Gain visibility into factors contributing to productivity, workforce effectiveness, customer experience, financials and internal business processes.

- **Parts and inventory management.**

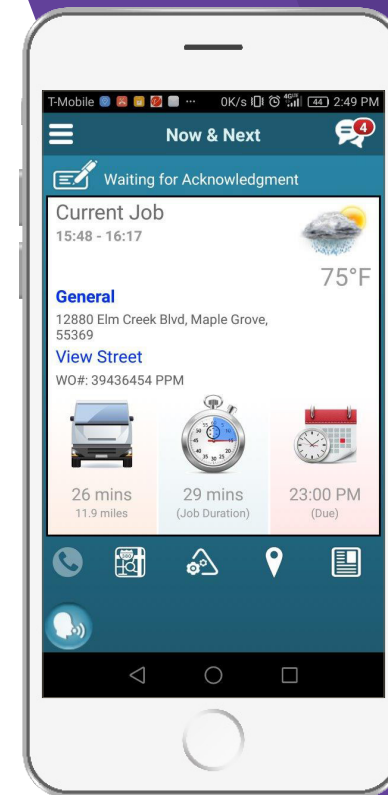
Monitor warehouse and vehicle inventories to assure parts availability and improve purchasing decisions.

- **"Personal assistant" Mobile App.**

The robust vx Field mobile app is more than just a mobile view of webpages. This "personal assistant" app provides contextual information, real-time updates, and customer information without disrupting workflow. If your technician has no cellular service, the app still collects information and syncs with company databases when back in range.

- **Forecasting and Planning.**

Use real or projected data to determine your future staffing needs at the organizational level or based on specific work centers.



The vx Field mobile app is built for field service workflow and collects data even when technicians are outside of cellular range.

CREATE BUSINESS VALUE

vx Field provides the tools you need to deliver outstanding customer service while meeting financial and service KPIs. Capture details from every service interaction by every field resource – internal or external – and analyze results to increase productivity, avoid overstaffing, and improve service metrics such as first-time fix rate, and SLA attainment. The combination of priorities-based optimization, proactive exception handling, and manual dispatch override gives you a variety of options for solving complex problems in real time.

vx Field does more than help you manage your service teams – it is a strategic tool that gives service leaders the power to extend their expertise across an organization for maximum impact.

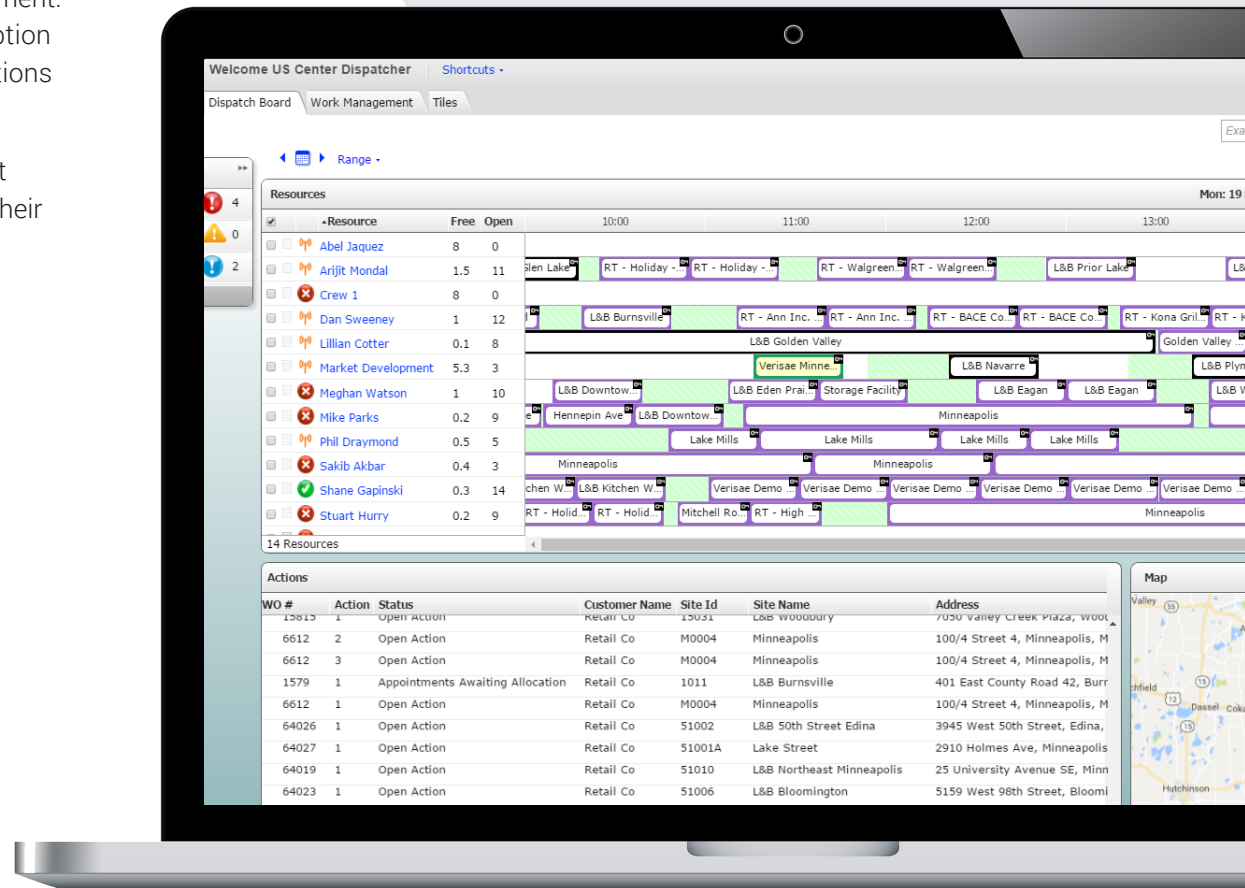
CUSTOMER SUCCESS

“Consolidated Communications went through the process of evaluating a number of different field service software vendors, including its small, homegrown existing provider before selecting vx Field. Ultimately vx Field was chosen because of its route optimization process and its powerful integrated inventory module.

Since implementation, Consolidated Communications has been able to identify critical improvements that were necessary to meet its service goals. vx Field has also given them the visibility and efficiency gain across multiple functional areas that have put the company in a better competitive position.”¹

¹Put the Customer First in Field Service.” Field Technologies March/April 2016

vx Field dispatch board provides views of work, available resources, and locations of both.



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