

# helpLine Serviceware

## Field Service Management out of the cloud

### Deployment schedules at the push of a button

#### Serviceware automates your Field Service Management

Using helpLine Serviceware you will revolutionize the planning of your mobile service staff.

##### Automated resource planning

Serviceware automates your complete resource management. The algorithm of software independently allocates upcoming service orders to optimized deployment routes and assigns them to the suitable employees (fig. 1). Serviceware considers all factors relevant for your service quality: Both customer preferences with regard to individual employees or deployment times and the availability of staff and the prioritization of individual customers.

In this process, Serviceware does not restrict you. You can process deployment routes at any time in a comfortable way by drag-and-drop or create new ones. For this purpose, the software registers all customers with upcoming service orders and the available personnel resources. Moreover, you benefit from supporting functions such as indications of temporal overlaps or lacking qualification of a scheduled employee.

##### Communication in real-time

Serviceware enables you to communicate with your employees in the field in real-time.

New resource schedules or changes at short notice within individual routes are immediately transmitted by the software to an own smartphone app (see fig. 2). Via Serviceware, you can exchange direct messages or make telephone calls. Within just a few seconds you will receive confirmations about completed orders and will be able to reply to customer requests in a fast and precise manner.

##### Paperless order processing

Serviceware covers service processes absolutely electronically from the order up to invoicing. No subsequent processing of paper-based time sheets or invoicing for rendered services is required.

##### Integration in existing systems

Serviceware is designed that way to be able to be easily integrated in existing back-office systems. This applies to both the helpLine Service Management solution as well as to systems of third-party providers.

##### Cloud-based solution

Serviceware is a cloud solution. You do not require any additional hardware and so can reach the system from any work station with Internet access.

#### The advantages

- **50% less planning effort**  
The automated field service management of Serviceware calculates the ideal deployment routes for your service staff and reduces your planning effort by up to 50 per cent.
- **15% more productivity**  
Using Serviceware, you communicate with your mobile service staff in real-time. They directly receive routes and orders on their smartphone.
- **20% less travel time**  
With Serviceware, you optimize the deployment routes of your mobile service staff and so considerably reduce travel time.
- **50% less customer complaints**  
Serviceware tightens your processes and increases the quality of your service range. Detailed management information provides the basis for an optimization of your services.
- **Paperless order processing**  
Serviceware maps the service process from the order up to invoicing absolutely electronically and so considerably reduces the administrative effort.

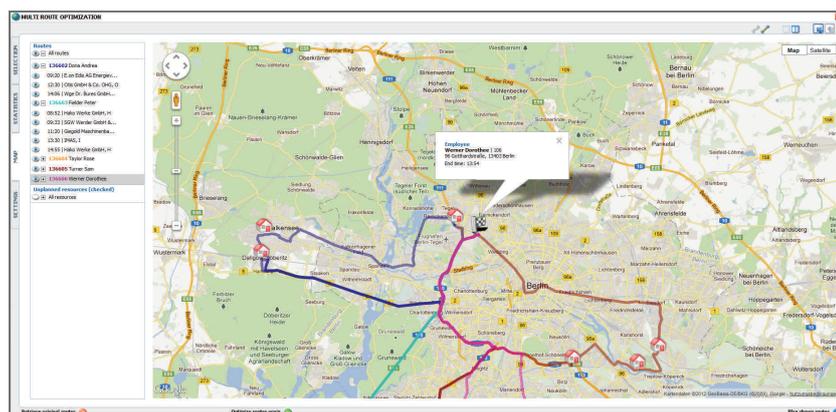


Fig. 1: Serviceware automates the field service management, complete with route optimization.

# helpLine Serviceware Mobile

## The app for mobile service

### Customer service with smartphone

Serviceware Mobile provides your field workers everything they require at the customer's site

Serviceware provides you a smartphone app enabling you to really easily connect your employees in customer service to your Serviceware system via every Android mobile phone. At the same time, Serviceware Mobile represents a powerful application, providing your staff updated deployment routes, forming a basis of communication with the control centre and enabling a time registration also in the field (fig. 2). The app can be operated without any special need for training and is field-proven: Serviceware currently controls 15,000 mobile service employees.

#### Deployment schedules in real-time

Using the app of Serviceware your mobile service workers are always connected to the control centre. Individual deployment schedules and routes are displayed on the smartphone of every employee without any time delay. Therefore, you can react to changes at very short notice, for example in order to assign urgent orders rapidly or reschedule time windows that have become free. So the app does not only provide your employees an up-to-date overview of upcoming tasks, but also always furnishes information about the customer, the place of action and characteristics of the order.

#### Easy and direct communication

Serviceware Mobile has an integrated messaging system. Therefore, you can exchange information with your field workers at any time. The solution automatically allocates this news to the context from which it has been generated, for example a certain order. Of course, users can also call the customer directly out of the app.

#### Route optimization & navigation

Via the app, your employees are connected to the route optimization of Serviceware and together with very order also receive the shortest way to the customer. Export functions for some navigation systems of third-party providers are available.

#### Integrated time registration

With the Serviceware app, your employees receive a full time registration for their smartphone. General working hours such as the time effort spent at the customer can be logged by the system and transferred to Serviceware in real-time. So you reduce paper work and can transfer all data relevant for invoicing to the back-office systems without media disruption.

### The advantages

- **Fast**  
Using Serviceware Mobile, your field workers are directly connected to the control centre. Changes in the route schedule are directly transmitted.
- **Comprehensive**  
The Serviceware app includes everything which mobile service workers require for organizing their work efficiently – planning, order information, communication and time registration.
- **Easy**  
Thanks to the app concept, Serviceware Mobile follows the intuitive control concept of modern smartphones and can be used without any special need for training.
- **Cost-effective**  
Thanks to the app, Serviceware can be used on any mobile phone with an Android operating system. No additional hardware is required.
- **Field-proven**  
Serviceware already optimizes the field work of 15,000 mobile service workers.



Fig. 2: Routes, communication, time registration: Serviceware provides a comprehensive app for mobile service.