



USE CASE

Breaking free from subcontracting pitfalls

Empowering field service operations through a dedicated partnership

Embracing a new approach for elevated efficiency and customer satisfaction

In the dynamic landscape of field service operations, businesses face a pivotal choice that holds the key to customer satisfaction and operational efficiency. Subcontracting or forging a dedicated partnership of on-demand service? This use case delves into these two options, **exposing the hidden pitfalls of subcontracting while exploring the untapped potential of a collaborative alliance with Fieldcode.**



75% of responding organizations use third-party networks for field service support.

-The Service Council

Overcoming subcontracting challenges through a strategic partnership

Field service organizations (FSOs) are constantly challenged with **the following complexities of subcontracting**, which can hinder their ability to deliver exceptional service.

→ **Hidden expenses**

Hidden expenses include additional costs for repeat visits due to subpar work, the administrative burden of managing multiple subcontractors with their own contracts, and expenses related to integrating subcontractor work with existing systems or infrastructure.

→ **Time-consuming selection process**

Researching and identifying suitable subcontractors based on expertise, availability, and location consumes valuable time and effort for FSOs.

→ **Lack of communication**

Subcontractors often use different workflows and technologies, creating a lack of transparency and visibility in their activities. This lack of control hinders the FSO's ability to control service quality and provide timely updates to customers.

→ **Missed SLAs**

Subcontractors may not be fully dedicated to the FSO and therefore may not respond to a work request in the optimal amount of time as defined within the SLAs.

→ **Inconsistent service quality**

Service quality may vary among subcontractors. Subcontractors may have varying levels of expertise, reliability, and adherence to service standards, resulting in inconsistencies and potential customer dissatisfaction.

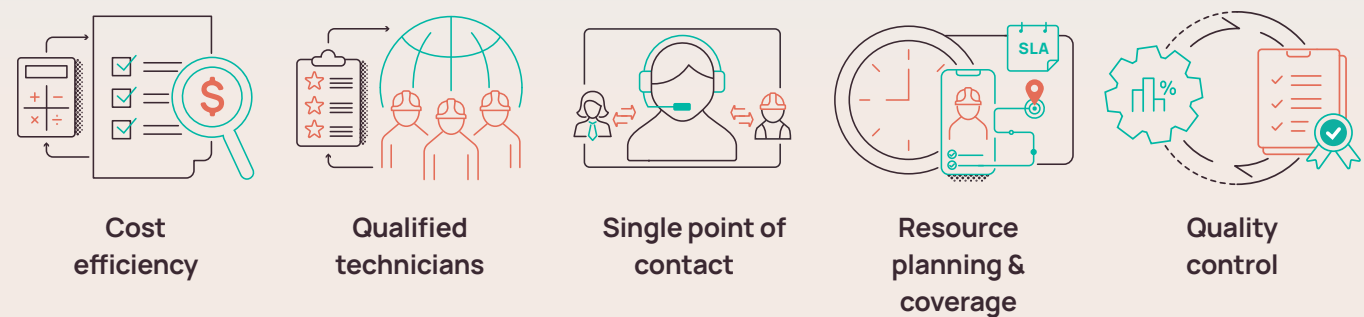
As FSOs strive to stay ahead of the curve, a compelling solution emerges—a dedicated partnership of on-demand service. This type of alliance offers a promising alternative, that paves the way for elevated operational performance, enhanced customer experiences, and a competitive edge in the dynamic world of field service operations.

Unlock the power of collaboration and the path to field service excellence

Subcontracting challenges



Management of field services with a dedicated partner



Achievements with Fieldcode

Avg
→ **25%**
improvement in customer satisfaction scores due to systematic onboarding, training and consistent service experiences across technicians

Up to
→ **20%**
reduction in administrative costs related to one single point of contact versus managing multiple subcontractors

Up to
→ **60%**
reduction in labor costs by using a shared workforce versus own hiring due to higher utilization and less idle times

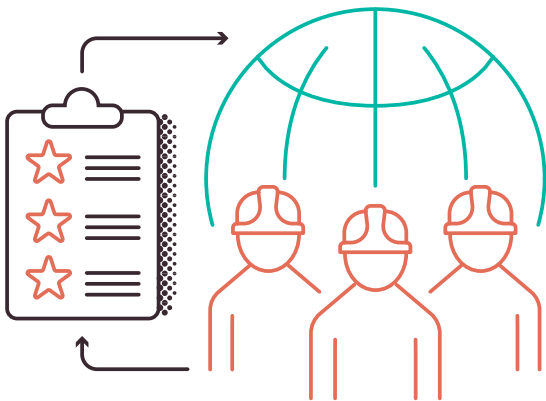
*Average Fieldcode customer results

Streamlining operations and cost efficiency



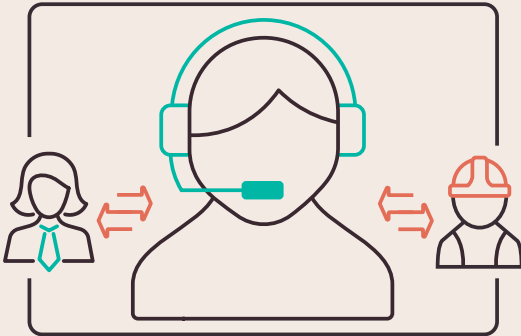
- FSOs consolidate their service requirements and **eliminate the need to manage multiple service providers across different locations**. This saves costs associated with managing various contracts, agreements, and vendor relationships.
- **The partner assumes responsibility for the recruitment, hiring, and training of technicians**. This eliminates the need for businesses to invest time and resources in these activities, resulting in cost savings and a more efficient workforce acquisition process.
- FSOs reduce overhead costs and operational expenses with **the partner managing aspects of the service request such as coordination, communication, dispatching, and tracking**.
- **FSOs expand their global reach without the need for establishing operations or teams in specific locations**. By accessing the partner's network of technicians worldwide, FSOs can effectively serve customers in different regions, saving on significant expenses and logistical challenges associated with a physical presence.
- **The partner takes care of administrative tasks such as contract management and issue resolution**, freeing up the FSOs' resources, and saving time and money.

Accessing a pool of qualified experts



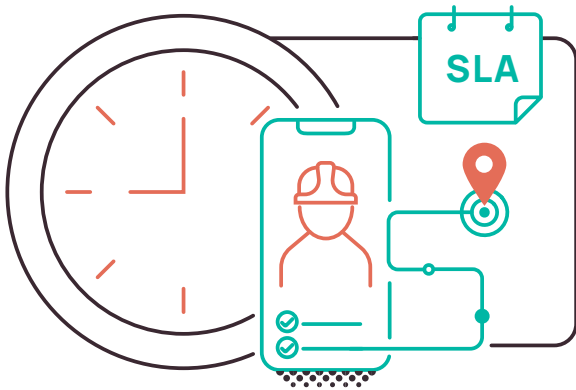
- The dedicated partner has **a pre-vetted network of field service technicians**, ensuring access to qualified professionals with specific expertise and certifications. This reduces the effort and cost involved in sourcing, screening, and verifying technicians.
- The partner's network of qualified technicians covers a wide range of expertise and specializations. Whether the service requirement involves specific technical knowledge, industry-specific certifications, or specialized equipment handling, FSOs can rely on the partner to **provide technicians with the right skill set for the task at hand**.
- The partner maintains a pool of technicians, allowing for **efficient resource allocation based on the service demand**. This means FSOs can scale their field service operations without worrying about recruitment, onboarding, and training of new technicians, as the partner takes care of these aspects.

Simplifying communication and enhancing transparency



- The dedicated partner acts as a central point of contact streamlining communication, updates, and issue resolution. Rather than dealing with multiple subcontractors, FSOs can rely on **a single point of contact, simplifying the coordination and management of field service operations.**
- **The partner handles end-to-end work order management**, including technician assignment, scheduling, and dispatching. This minimizes the administrative burden on the FSOs and ensures efficient coordination between all parties involved and improved service delivery.
- The partner enables greater transparency and visibility into the service delivery. Through **effective communication channels and real-time updates**, FSOs and customers can easily stay informed about the progress of their service requests.

Optimizing resource planning and coverage



- **The partner assumes responsibility for skills matching, resource allocation, and ensuring compliance with service level agreements (SLAs) for each service request.** FSOs can rely on the partner's expertise and tools to match the right technician with the specific requirements of each job, maximizing efficiency and effectiveness.
- FSOs benefit from the partner's extensive network of field service technicians, which provides **geographical coverage and insights into technician availability.** This means that even for unplanned or last-minute service requests or adjustments, the partner quickly identifies and deploys the most suitable technician to address the customer's needs.
- The partner utilizes streamlined processes and tools to identify and prioritize service requests, guaranteeing adherence to customer-defined SLAs. This results in **timely service delivery and increased customer satisfaction.**

Ensuring consistent service quality



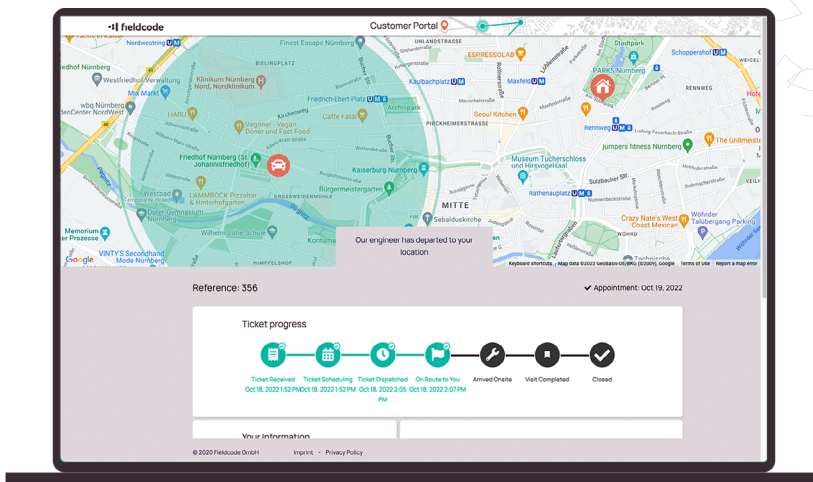
- The partner maintains a **uniform service experience through their standardized processes**, which ensure consistency and adherence to service standards across all technicians in their network.
- The partner implements performance monitoring systems to track **key metrics and KPIs, ensuring service quality** remains consistently high.
- Technicians in the partner's network undergo **rigorous onboarding and training procedures**, equipping them with the necessary skills and knowledge to deliver efficient and productive service.
- The partner proactively conducts **regular performance evaluations** and implements continuous improvement initiatives throughout their technician network, further strengthening the quality of service provided.

Fieldcode your trusted partner for on-demand on-site services

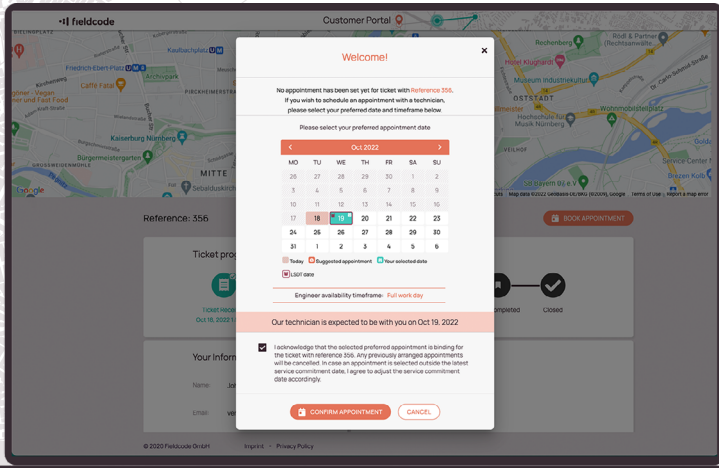
Offering a comprehensive suite of solutions designed to unlock the full potential of your field service operations. With Fieldcode by your side, you can **streamline your processes, enhance customer experiences, and drive efficiency throughout your organization.**



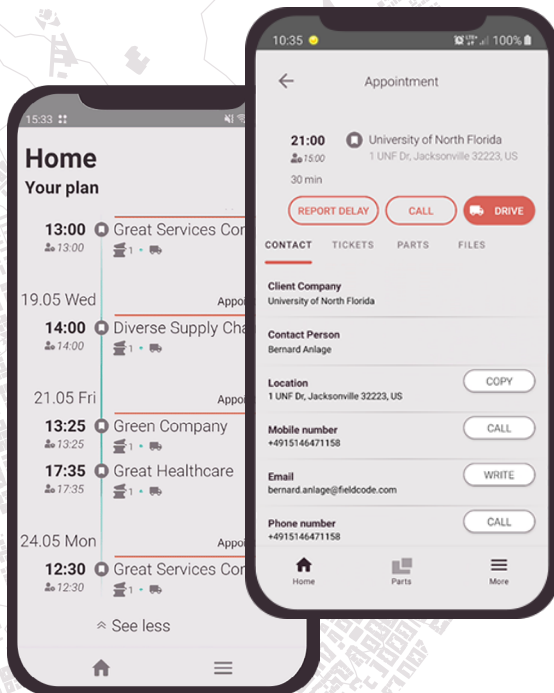
→ Geographical coverage and insights into technician availability, critical tickets, and daily progress via the **analytics dashboard**.



→ Communication via a **customer portal** provides real-time updates on the status of customer service requests and the technician's estimated arrival time.



→ Customers can autonomously book, reschedule or cancel appointments online. Appointments are seamlessly dispatched, and notifications are sent to customers.



→ Quality control through automated guided workflows to business-specific needs with proactive user guidance and automated instructions for all technicians.



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