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Transforming Field Service through automation

Automate your service and boost customer experience through proactive field service management

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Save time through automation

	Create	Assign	Dispatch	Inform	Report	

Manual ticket assignment

Create ticket	Assign ticket to queue	Dispatch ticket to engineer	Inform customer/user	Report & debrief work	**28 min**
5 min	4 min	8 min	4 min	7 min	

Automated ticket assignment

Automatically via API or IoT	Automated assignment	Automated dispatching (Optimizer)	Automated communication (CIC)	Workflow & customized forms	**4 min**

Save costs through automation

Example: Service company

Number of users: **100**
Ø Number of events/month: **1.400**

→ **Saving in back-office resources** thanks to reduction of administrative tasks:

120.000 € /year (3 dispatchers)

→ **Saving in field service resources** thanks to automated dispatching & route planning:

180.000 € /year (3 engineers)

→ **Saving in fleet cost**:

72.000 € /year (3 cars incl. fuel)

→ **CO_2 compensation**:

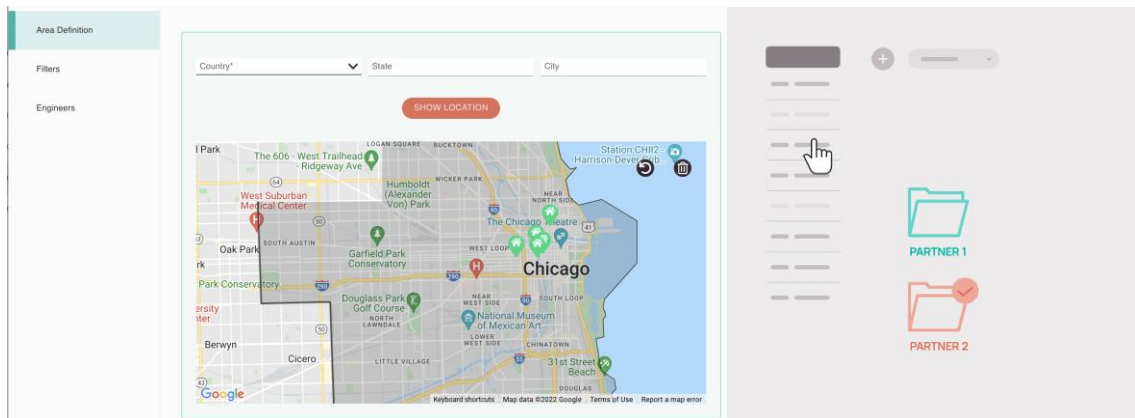›200t CO_2

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Ticket creation

Create
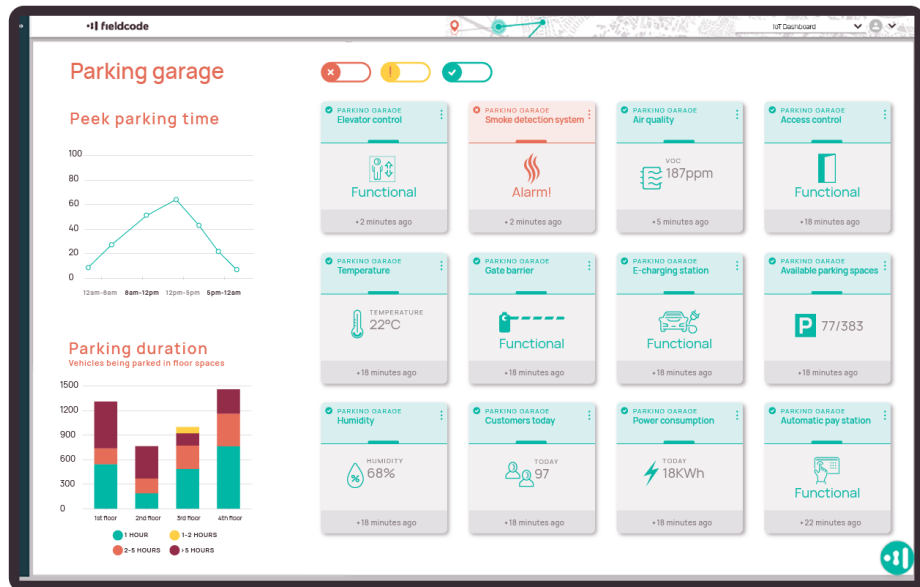
→ **Connect Fieldcode easily** with your service network via our **API connector** to all common ITS, ERP or CRM systems

→ Connect all **your IoT assets** to your field service network

→ Generate automated alerts and **create tickets** for any failures or monitored assets

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Ticket assignement/distribution

→ **Built for environments with a complex service structure**

→ **Automated ticket assignment** based on several parameters such as ZIP, due date, project, customer, ticket category

→ Permanent, subcontractor as well as agency resources can be easily integrated and informed
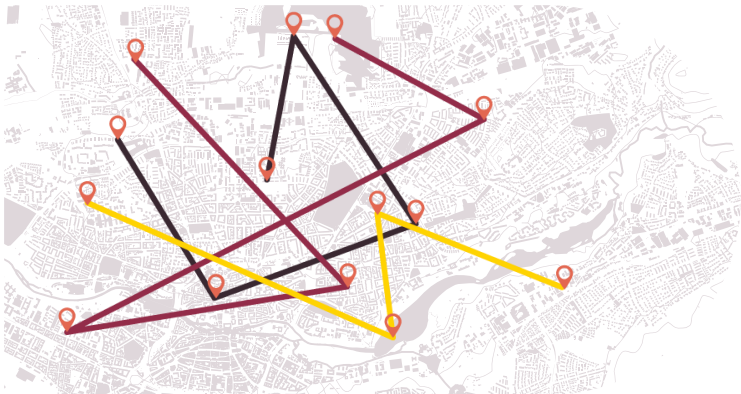
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Automated dispatching

Create   Assign   **Dispatch**

→ Priority

→ Allow over hours

→ SLA compliance

→ Max. route

→ Allow break change

→ Preferred partners

→ Soften territory

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Route planning

Create   Assign   **Dispatch**

Manual dispatch

Automated dispatch

	Ben	Driving time **02:00 h**	Miles **38**
	Joe	Driving time **01:50 h**	Miles **22**
	Matt	Driving time **01:55 h**	Miles **48**
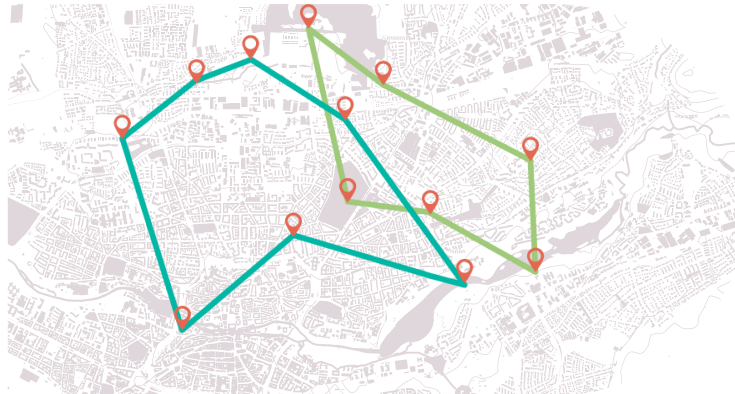
	Ben	Driving time **01:40 h**	Miles **38**
	Joe	Driving time **01:30 h**	Miles **30**
	Matt	Driving time **00:00 h**	Miles **0**

40 miles
1 subcontractor/day
01:35 h

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Route efficiency

Create   Assign   **Dispatch**

Manual routing

→ Route: 11 miles
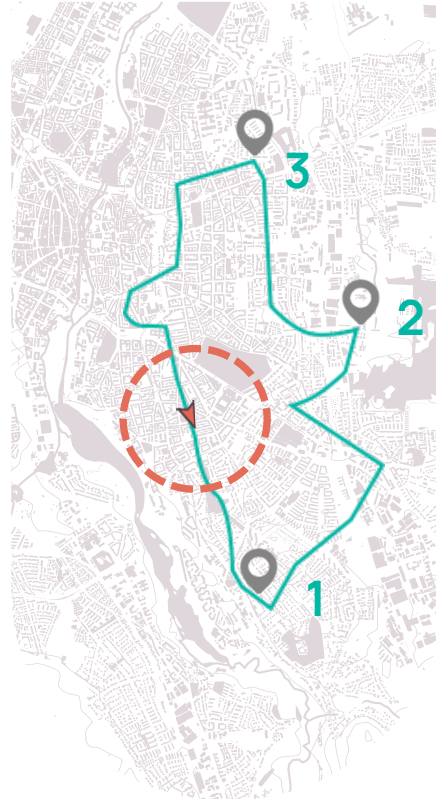
→ Events: 3

→ Duration: 04:12

Automated routing

→ Route: 11 miles

→ Events: 3

→ Duration: 03:42

30min
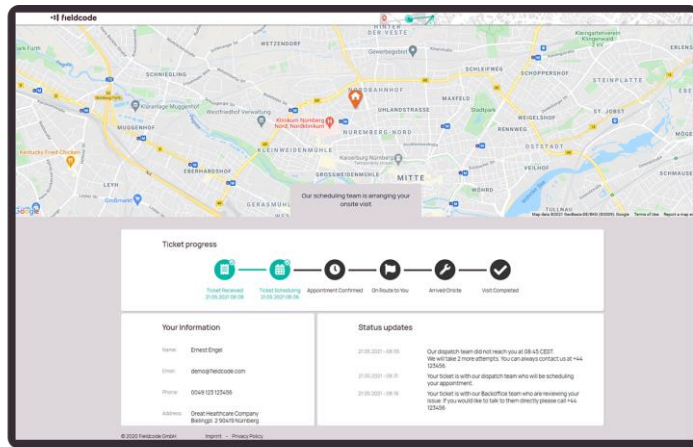time based on
traffic prediction

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Customer communication

Create — Assign — Dispatch — **Inform**

73%
of customers prefer having a predefined appointment rather than receiving their service ASAP

→ **Keep your customers informed at all times** automatically to ensure highest levels of customer satisfaction

→ Appointment confirmation via email or SMS

→ Send out a **tracking link** automatically

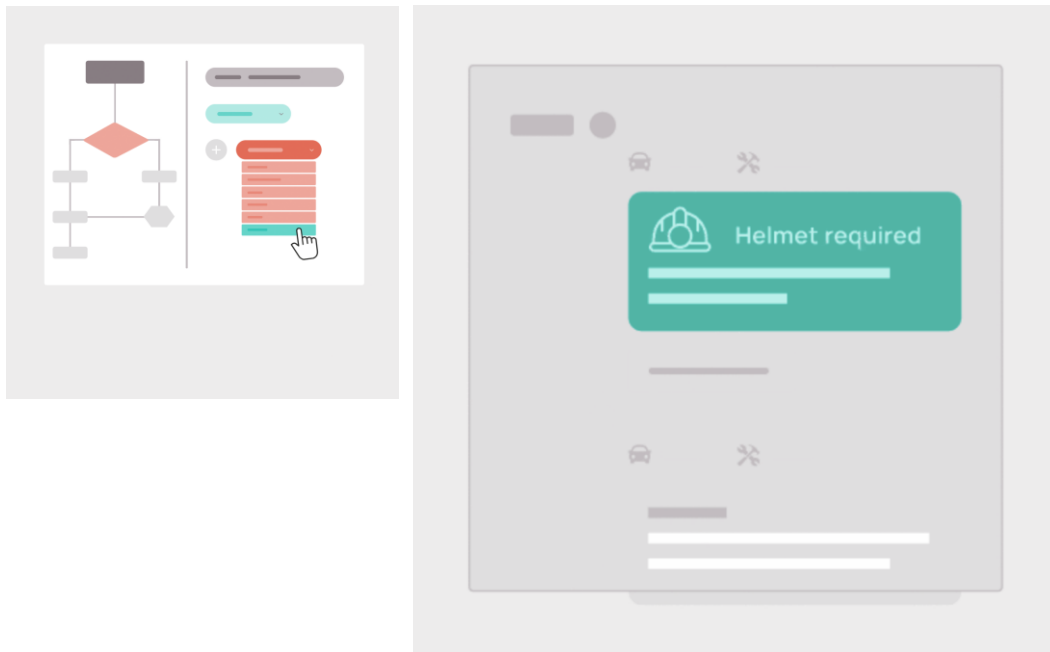→ Estimated time of arrival or delays can be communicated in real-time

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Reporting

→ **Support your workforce** with smart automation

→ The workflow leads the engineer through the process. Each event has a **specific requirement and process** embedded

→ Important delivery information is **highlighted** on each event

→ **Easy reporting** of the event. Only add information which is required

Our solution

Fielddode smart field service software powered by automation
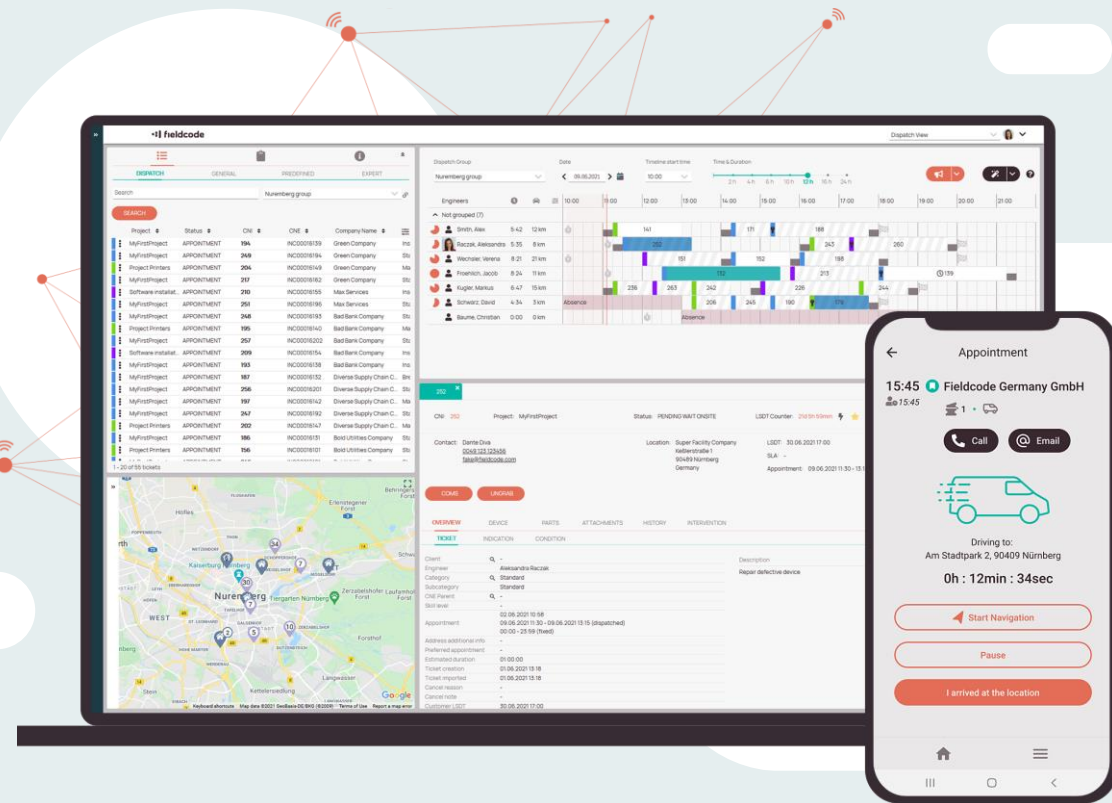
→ Automate the process of **sending and receiving information**

→ Improve overall service delivery thanks to the **Optimizer**

→ **Streamline your service** delivery processes from ticket creation to dispatch

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Reduce costs with effortless dispatching

Increase effectiveness and reduce your manual workload

Automate, organize and manage schedule and dispatch activities effortlessly in real-time. Increase service effectiveness and reduce operational costs with **the Fieldcode Optimizer.**

Based on AI-driven procedures, the system is validating incoming tickets, assigning them to the right technician and reducing efforts by up to 75%.

Up to

100 %

Reduction of manual dispatching efforts

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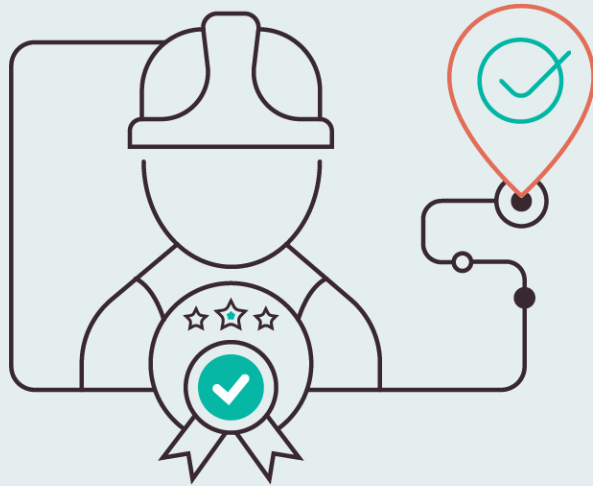# Reduce costs with automated route planning

Fully automated route planning

Dispatch your tickets automatically based on preset rules and capacity, like skills and availability. Aligned with your constraints and priorities, the scheduling assistant helps to meet your individual targets and needs.

For optimal planning the system also uses public data, like traffic and congestion forecasts in addition to your predefined parameters.

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# Increase utilization of your field service workforce with smart automation

Up to
40%
increase of productivity

Automation starts with each process

Reduce unplanned maintenance, improve route planning and manage your service delivery on the go. Based on internal research, automation and optimization can **increase the productivity of your field workers by up to 40%.**

This is the advantage of automated route planning helping drastically to achieve better and more efficient schedules for the field workers.
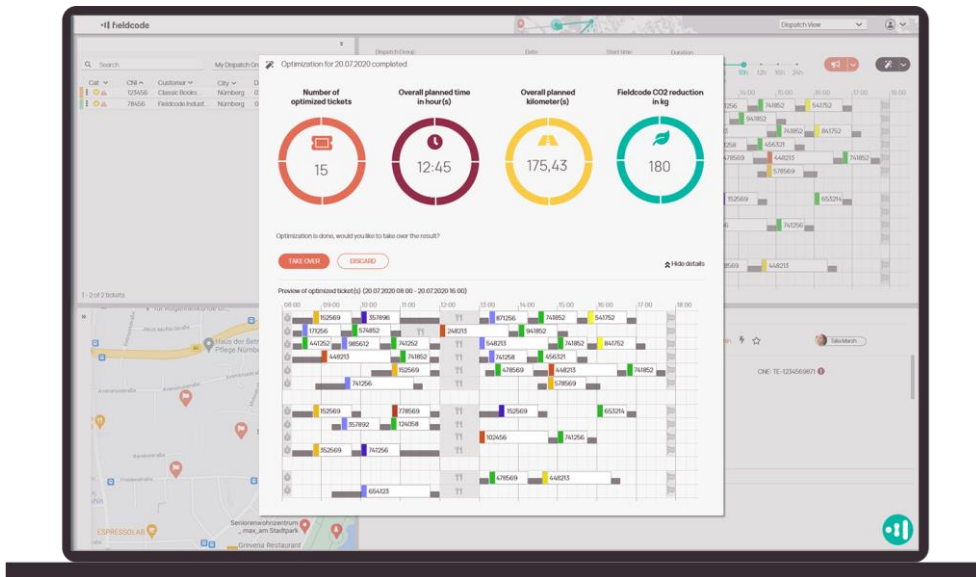
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Fieldcode features designed on automation
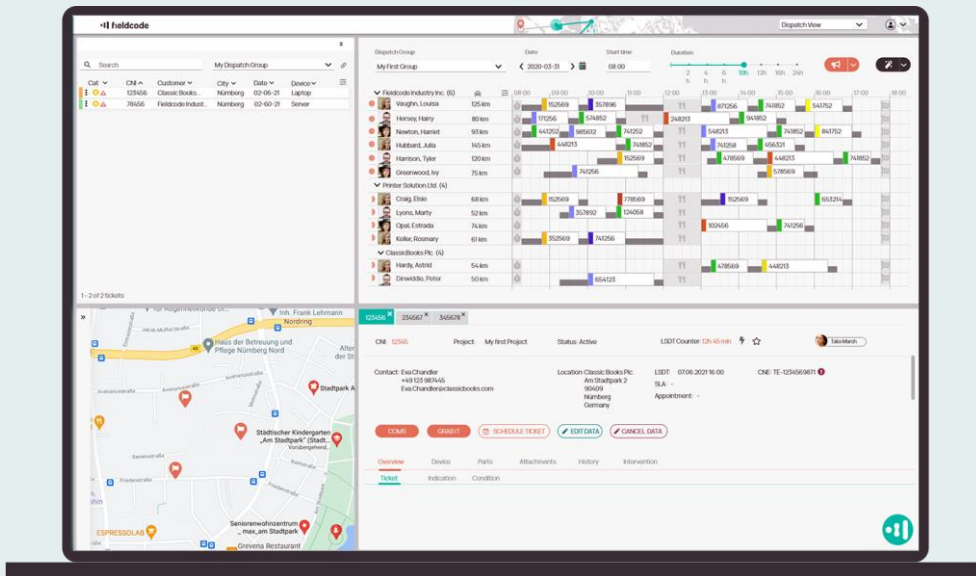
Automated dispatching

Revolutionize your scheduling processes and significantly improve your field workforce management **with high-end multilayer disposition, optimized route planning and no-touch ticket assignment**.
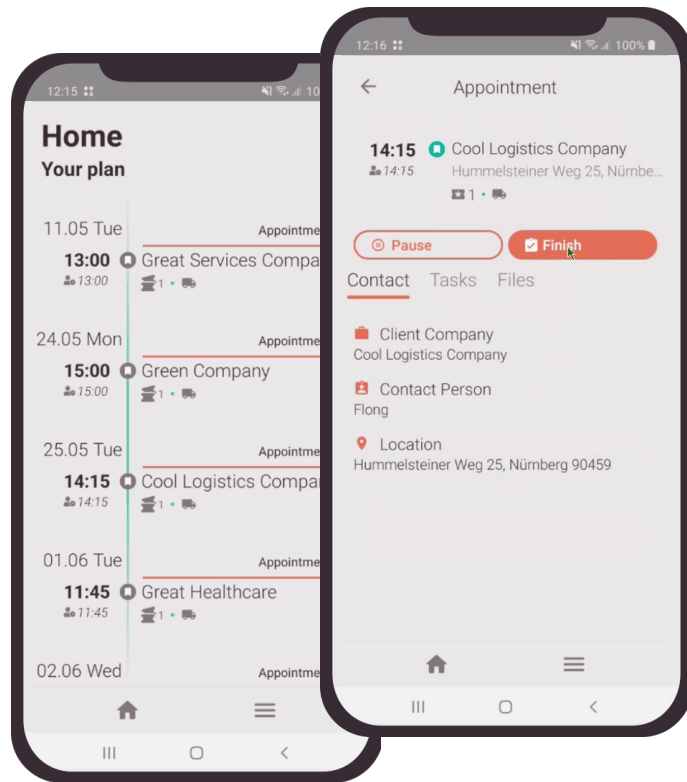
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Fieldcode features designed on automation

Highly automated route optimization

Optimize manually planned routes based on mileage, worktime, SLA compliance and even real-time traffic data. Increase utilization and optimize your job scheduling by favoring idle resources and minimizing the usage of overtime hours.

Fieldcode features designed on automation

Mobile app for workforce management

The Fieldcode mobile application is suited for engineers on the field, assisting them in their daily field service assignments and reporting. **Work orders and ticket status can be tracked both, online and offline and full documentation regarding spare parts or instructions are available**.

Company overview

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Fieldcode facts & figures

→ **10.000+ active users**　　→ **100+ countries**　　→ **100+ colleagues**　　→ **6 Subsidiaries**

25°54'50.6"N 80°19'49.4"W
Miami Lakes, USA

47°30'07.5"N 19°06'58.0"E
Budapest, Hungary

51°2'18.517"N 16°57' 3.474"E
Bielany Wroclawskie, Poland

49°27'43.168"N 11°5'33.079"E
Nuremberg, Germany

47°24'1.962"N 8°27'19.058"E
Schlieren, Switzerland

37°58'58.8"N 23°45'26.2"E
Athens, Greece

Would you like to request a personalized demo?
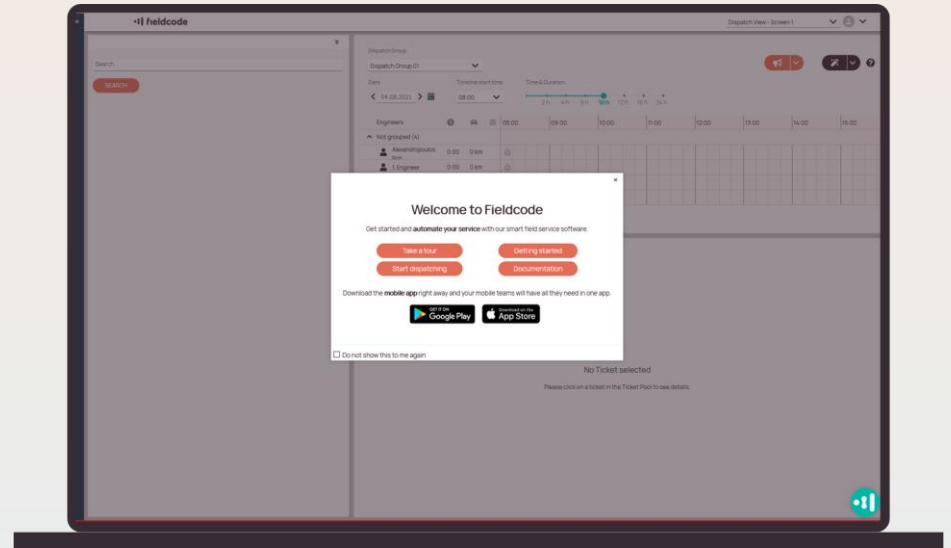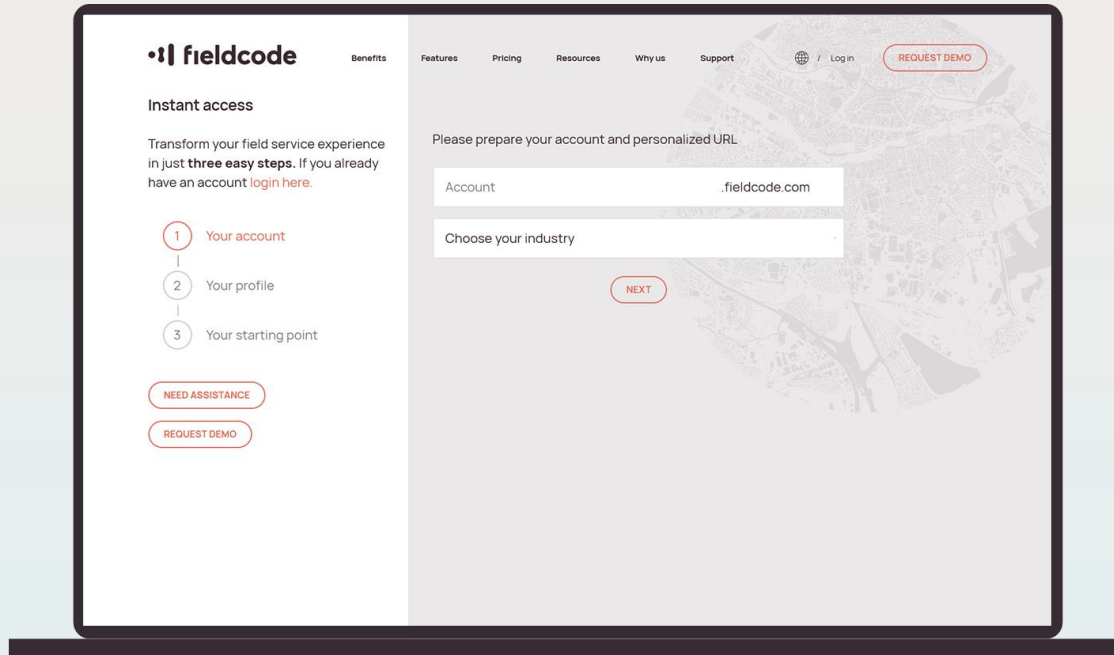
→ Get **support & guidance** through our **personalized demo**

→ Email us at **demo@fieldcode.com**

Thank you

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