

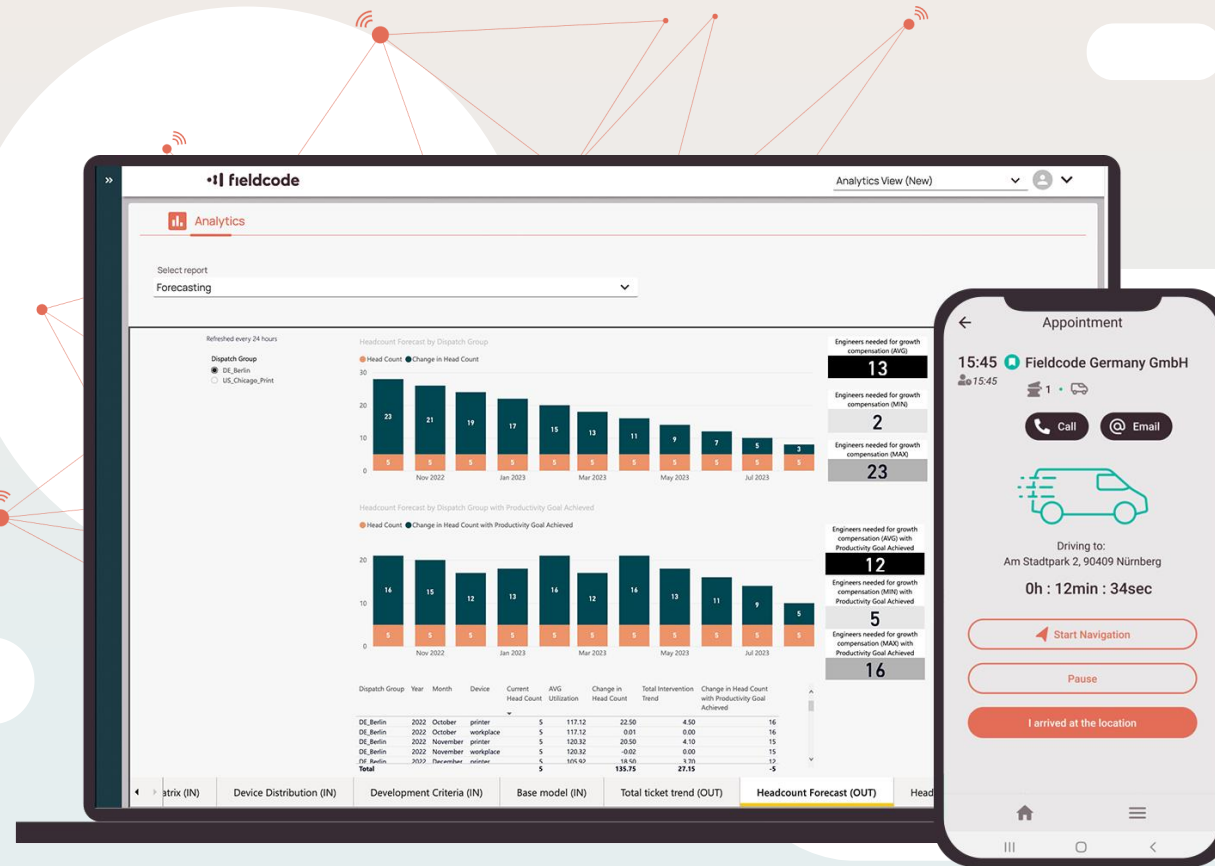


WEBINAR

# Ahead of the game: steer your complex delivery network



# Make data-driven business decisions faster with forecast reporting





Steer your complex delivery network, boost resource utilization and achieve your KPIs

# Agenda

**01**

→ COMPLEX SERVICE DELIVERY  
Challenges & solutions

**02**

→ FIELDCODE IN ACTION  
Analytics, BI Forecasting



**Speaker**

**Verena Wechsler**  
Software Trainer & Consultant

-01-

# Complex service delivery



# Challenges

## **Managing a complex network of permanent resources, subcontractors & partners**

Efficiently allocating your network of resources accordingly to demand and events

## **Adapting to change**

Balancing delivery efficiency with flexibility during unforeseen demand



# Fieldcode solutions

## **Contractor component**

Automated partner assignment, separate partner accounts, friendly pricing, multi-layer capability

## **Automated actions**

Increase communication flow without human interaction

# Challenges

## Reactive vs Proactive

When to interfere before a ticket becomes critical

## Forecasting accurate decisions

Ability to make data-informed decisions and forecast on the spot



# Fieldcode solutions

## Conditions & indications

Define your workflow in detail as well as conditions and indications

## BI forecasting

Real-time reporting and forecasting

# Partner management

## → Criteria for using external resources

- Geographical coverage
- Low volume
- Specific skillset
- Overflow
- Coverage for peaks

## → Definition criteria for partner assignment

## → Cost vs Customer satisfaction





## Aim

Budget and resource planning is done at the **management** level

Subcontractors are only utilized **in case permanent resources cannot deliver** in accordance with KPIs

Forecasted resource planning is based on realistic demands and **efficiency gains**

## Reality

Historical data and decisions based on skills, route, and availability **by the back-office** team affect the planning base

Manual scheduling is done based on route and **resource matching** parameters

Forecasted resource planning is based on the **lead pipeline only**

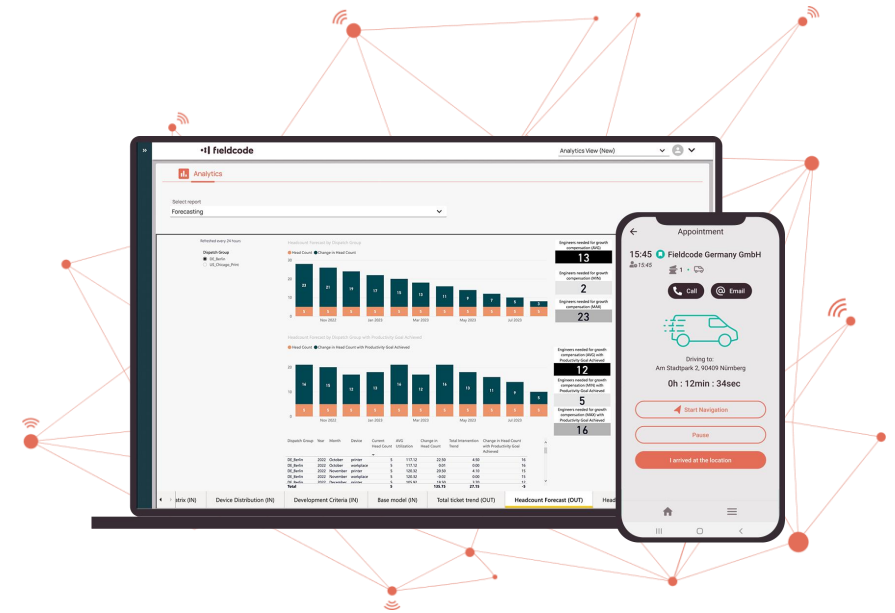
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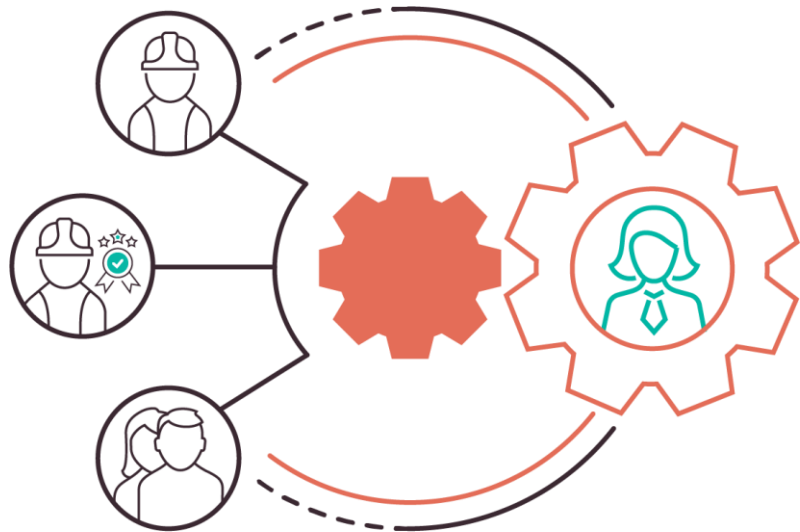
# Reality with Fieldcode



-02-

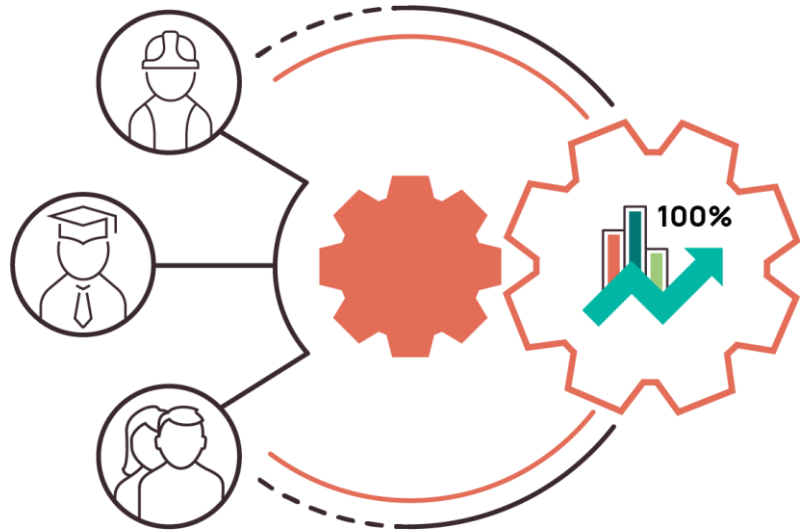
# Fieldcode in action

# Optimize your delivery set-up



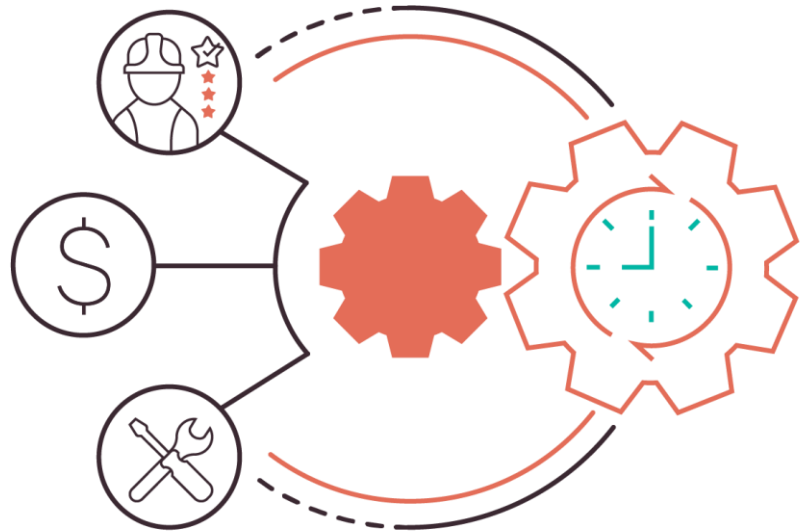
- Plan an efficient delivery set-up of permanent and subcontracted resources based on **historical data**, **anticipated trends**, and **forecasts**

# Optimize resource utilization



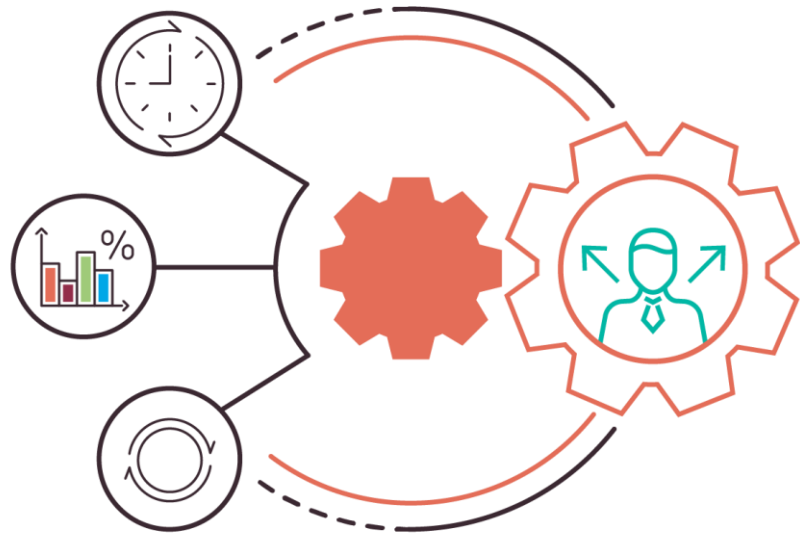
- Maximize your **resource utilization**, spot **training needs**, **reduce costs** and enable a **realistic future dispatching**

# Maximize KPI compliance



- **Reduce** delays, achieve productivity targets and increase customer satisfaction with an accurate estimation of demands
- **Optimize** staffing levels, assets, spare part planning, and schedules

# Be ahead of the game



- Make **data-driven** business decisions faster to improve your field service and **operational efficiencies**

Got more questions?  
Great! Let's set up a meeting  
to answer those!

Verena Wechsler

Software Trainer & Consultant

[verena.wechsler.ext@fieldcode.com](mailto:verena.wechsler.ext@fieldcode.com)

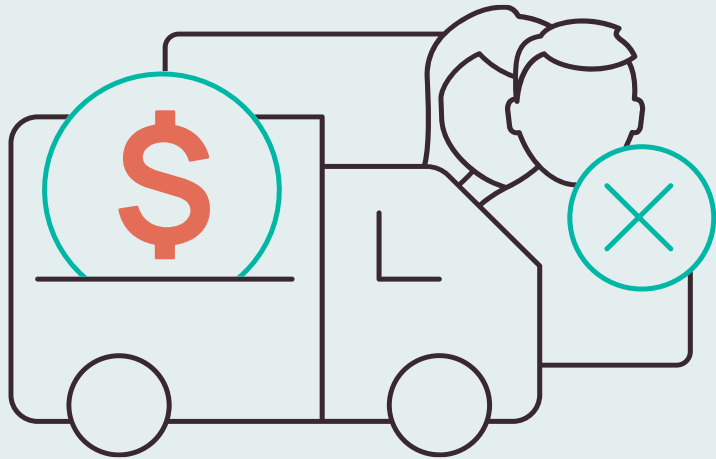
Fieldcode Germany GmbH

Am Stadtpark 2  
90409 Nuremberg  
Germany

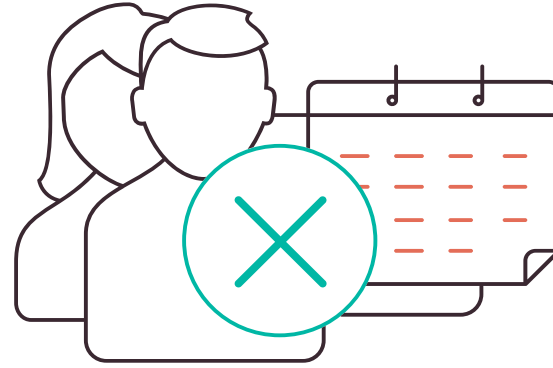
+49 911 990 990 00  
[demo@fieldcode.com](mailto:demo@fieldcode.com)  
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# How does it work



→ Pay-per-event, not per user



→ No subscription required



→ Control your costs

# Empowering our users



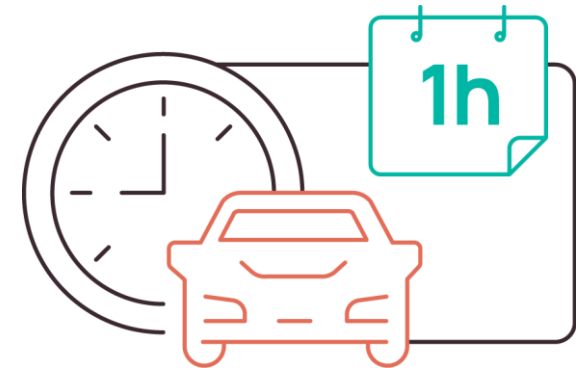
→ **Transparent pricing**

You always know exactly what you pay



→ **Consultation: none**

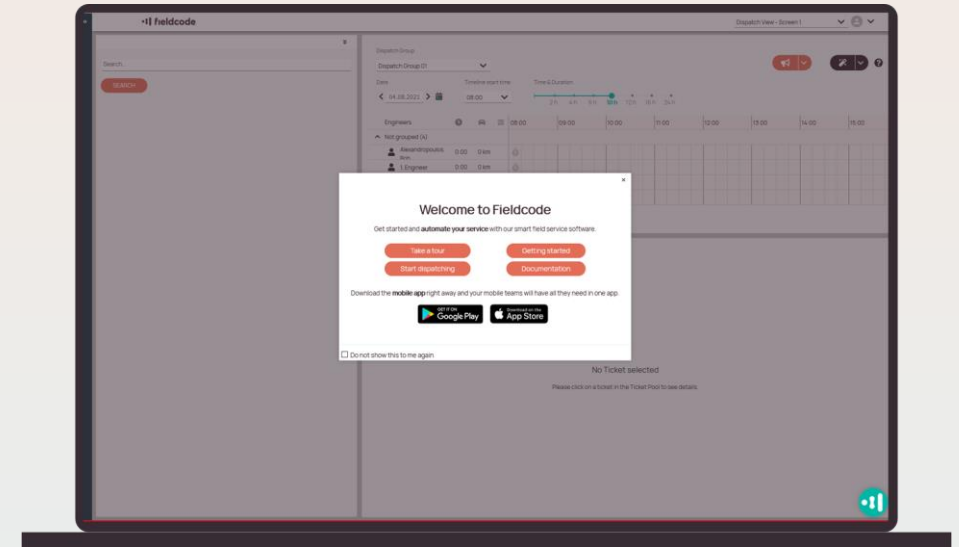
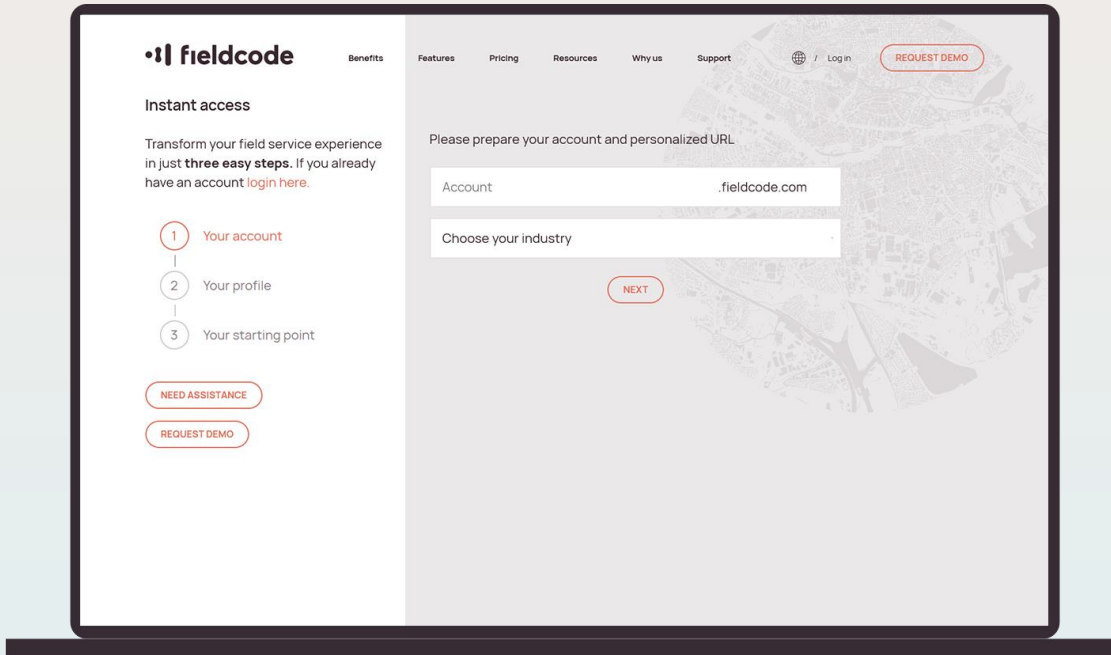
You don't need to contact sales, simply register on the Fieldcode website



→ **Dispatch instantly**

No mandatory solutioning and implementation phase

# Would you like to request a personalized demo?



- Get support & guidance through our personalized demo
- [demo@fieldcode.com](mailto:demo@fieldcode.com)

# Thank you

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