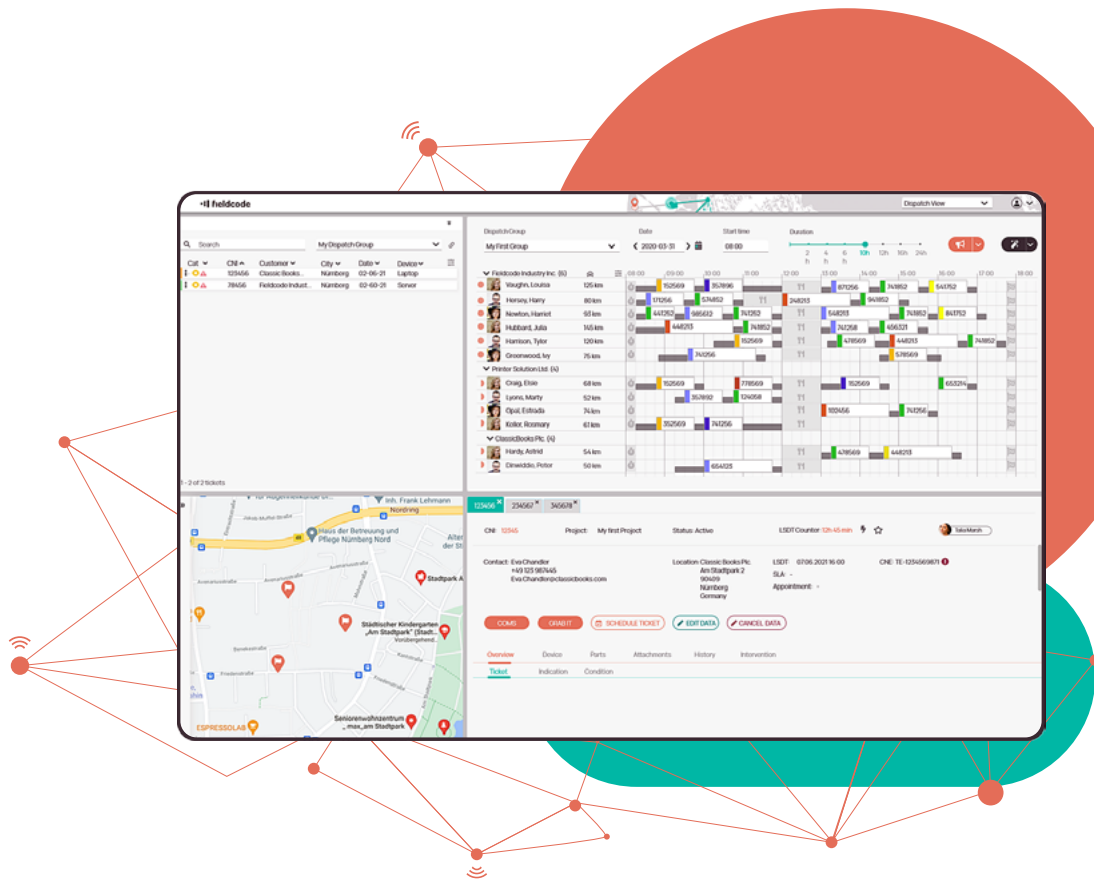




USE CASE

Advancing the Home Appliance industry with Field Service Management

Manufacturers need to ensure they are delivering great service and upholding brand loyalty



Home appliances are in high demand and essential to modern-day living. As society strives to make life more convenient and pleasant, the more important appliances become in defining one's lifestyle.

Customers' expectations for fast, reliable support continue to evolve, as do their home appliances. From appliances such as stoves, refrigerators, to washing machines, these appliances are becoming more technologically advanced and increasingly complex to repair. **Customers' retention and brand loyalty will take a large-scale hit if manufacturers and field service groups fail to deliver the service consumers demand.**

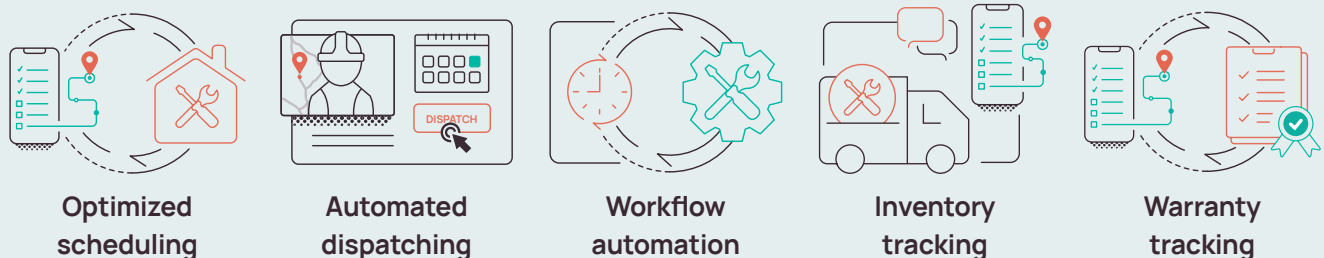
Key challenges faced by field services in the home appliances industry

Due to fierce competition in the home appliance sector, manufacturers must provide outstanding customer service to drive long-term repeat sales, keep existing customers and preserve a strong brand image. Juggling high volume maintenance requests, warranty claims, inventory updates, and keeping up with maintenance technology makes this an even more complex market.

With the right FSM software, manufacturers and field service professionals can manage customers, inventory, technicians, subcontractors, and various other parts of their operations seamlessly to scale.



Smart field service operations with advanced FSM software

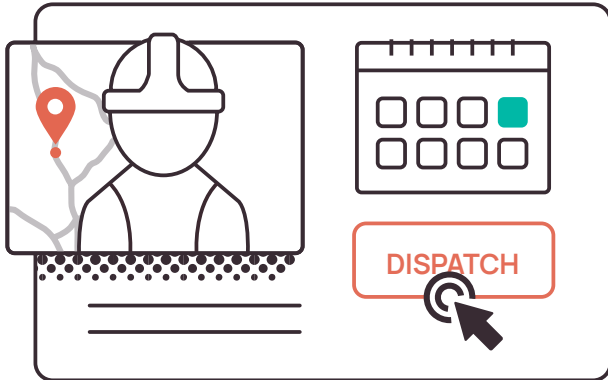


Align with strict customer availability through scheduling optimization



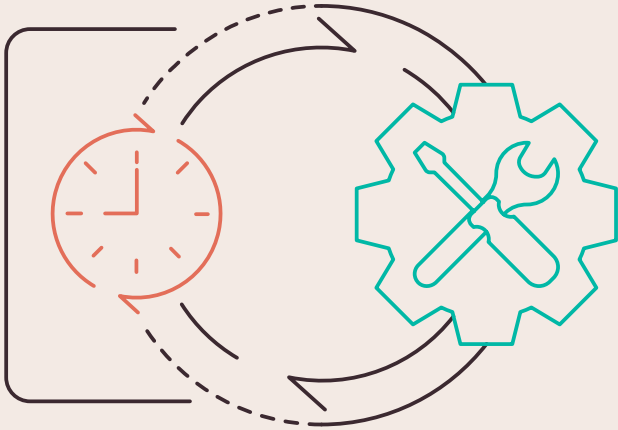
- One of the biggest complexities in this sector is ensuring **appointments are aligned with strict customer schedules**. Centralized scheduling software considers customer availability when arranging appointments, ensuring that the customer receives a time that is most convenient for them.
- **No-access to home scenarios are reduced** by confirming appointments through email and SMS and sending automated notifications on the technician's estimated time of arrival.
- **Punctuality issues and missed appointments are minimized** through optimized route planning and a real-time view of field technicians' availability and location.
- Access to service history through the technician's mobile app means **less confusion during repeat home visits and faster resolution** within a customer's limited time window.

Shorten response times and improve field workforce management with automated dispatching



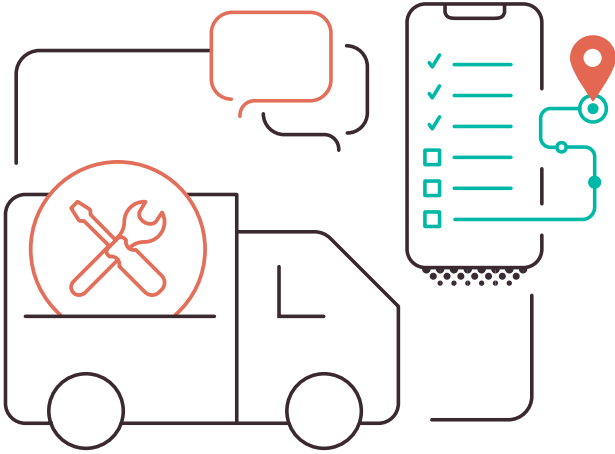
- Smart mobile solutions are connected to a **centralized scheduling software** that takes into consideration technician competencies to guarantee, assign, and **automatically dispatch** the most qualified and closest technician to the job.
- With **real-time data** and **two-way communication**, dispatchers and field teams can react swiftly to changing situations by optimizing schedules, and routes, resulting in shorter appointment times for customers.
- Within the **mobile solution**, technicians can update their status, see estimated arrival times, and use direct navigation to customer locations ensuring on-time home visits.
- Access to **real-time schedules** and **alerts** allows for instant communication when there's an unexpected delay. Customers affected can be notified of any delays with the technician's location and estimated time of arrival, or dispatchers can send a mobile notification assigning another qualified technician quickly to the site.
- **Projects are kept on time and budget** by easily tracking and adjusting schedules to accommodate changes based on the urgency of tickets.

Increase productivity and drastically improve first-time fix rates with smart automation



- **No-touch ticket assignment** reduces dispatching efforts by up to 75%, performing work in a fraction of the time and reducing the risk of human error. High-volume work orders are managed, and schedules are optimized.
- The **single view display** feature allows an **overview of tickets** assigned to field service teams, or their partners enabling transparency and the ability to meet KPIs.
- Field technicians equipped with **mobile solutions** deliver individually tailored services and informed interactions by quickly accessing all related documentation. By using the right information at the right time, technicians **improve first-time fix rates** and create an overall positive customer experience.
- Job information, manuals, inventory parts, and service history are **all linked to work orders**. As a result, customers don't have to repeat information, and technicians avoid duplicate troubleshooting steps which help to solve the issue more **efficiently**.
- **Fully customizable process steps** and **dynamic reporting options** easily increase job efficiency for field service teams. Instruction guides help field technicians through each job intervention and ensure high-quality performance in all projects.

Optimize inventory levels to reduce downtime and deliver a better customer experience



- **Real-time inventory tracking** in the service supply chain assures optimal parts placement and accurate inventory levels and reduces customer downtime.
- **Out-of-stock** and **in-stock alerts** assist in managing vendor relations and reducing storage costs. **Automated replenishment** can cut ordering costs, eliminate technician spot buys, and inventory overstock.
- Field technicians and subcontracting partners can **quickly view inventory levels** through the **mobile app** and order or pick up appliance parts needed for each job. Field technician schedules are optimized once the right equipment is available to deliver a better overall customer experience.

Improve warranty management processes with up-to-date data

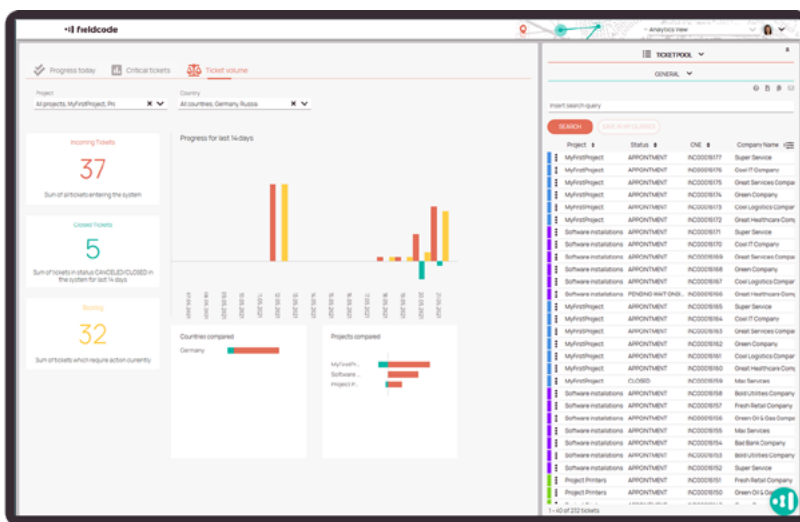


- Store and track warranty contracts and their associated ticket interventions in a **centralized location**. Up-to-date data promotes accurate warranty claims and reduces redundant data entries.
- The **asset management dashboard** provides dispatchers access to warranty data. Track asset histories, view warranty expirations and renewals, and confirm scheduling so field technicians can replace in-warranty parts.
- **Up-to-date warranty data** and work history are **linked to work orders** making warranty tracking and processing easier. Resulting in reduced claim cycle times, reduced service costs, and increased customer satisfaction.
- **Smart mobile solutions** provide field technicians access to ticket information associated with warranty contracts and **replacement of in-warranty parts** across from any location.

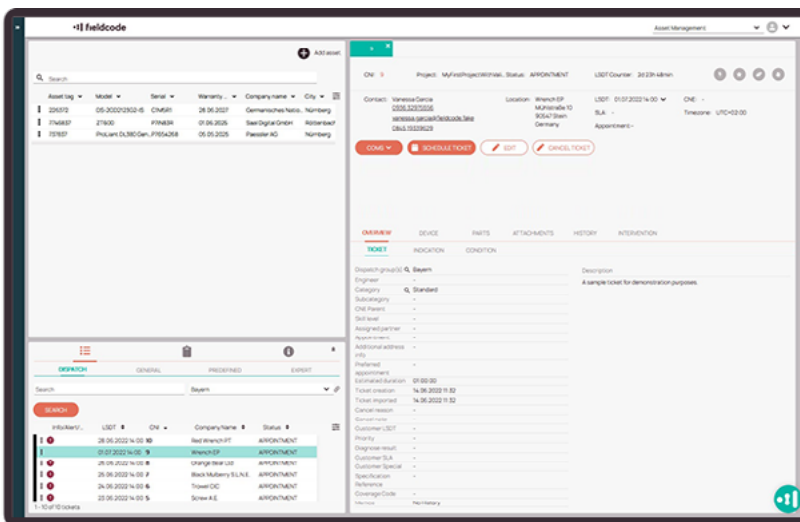
Fieldcode's smart FSM software for the home appliance industry

Real-time access to accurate data allows home appliance repair technicians to increase efficiency and provide the best onsite support. Benefit from smart scheduling, route planning, and user-friendly mobile solutions to scale your field service processes.

Automating key tasks with Fieldcode

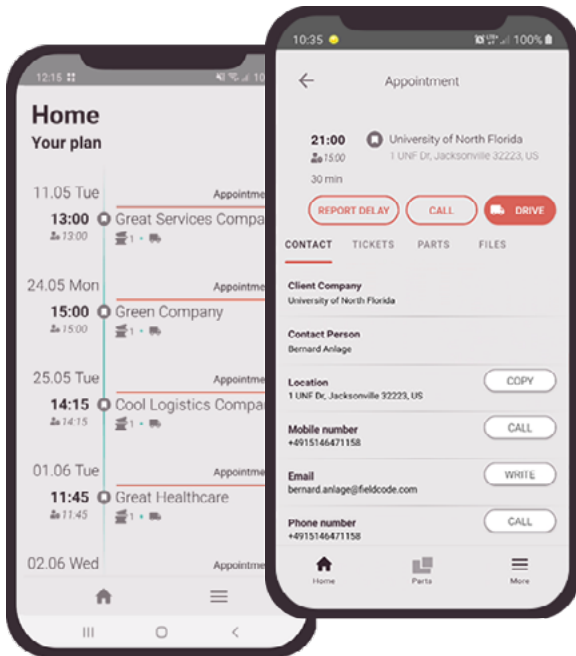


➔ View **critical tickets**, ticket volume and daily progress via the analytics dashboard.

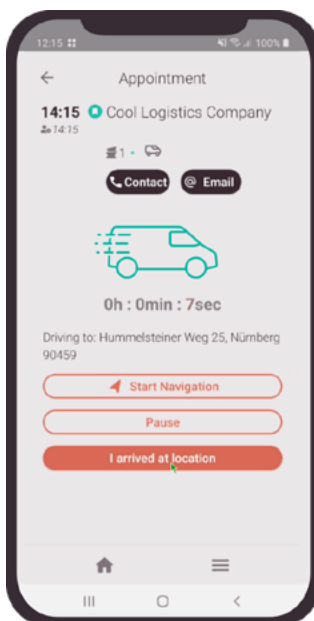


➔ View **asset details**, maintenance history, **warranty** coverage details, and expiration via the asset management dashboard.

Help your teams on the field to manage activities efficiently with the Fieldcode mobile application

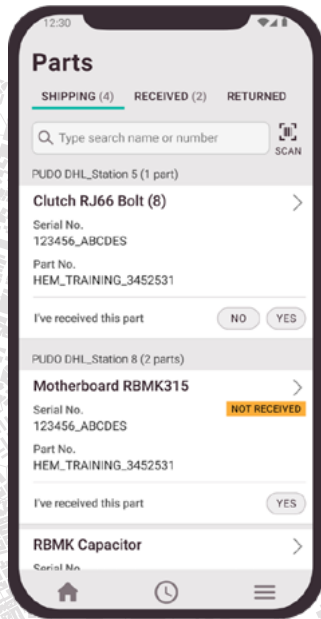


→ The user-friendly interface allows for a structured view of **schedules and tasks**.

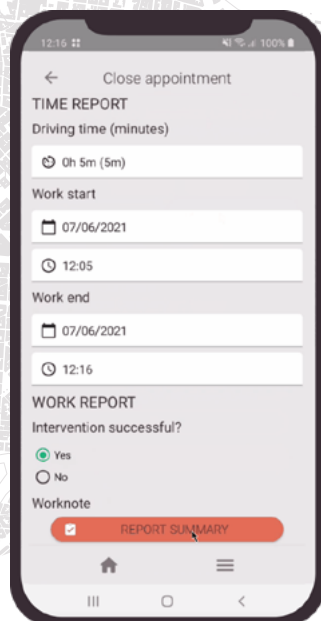


→ **Route planning and navigation** with map support for appliance home delivery and repairs.





→ Easy access to order **status updates** and availability of **appliance parts**.



→ **Data** is entered in the form and synchronized **upon completion**, which **reduces paperwork** and **redundant data entry**.

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First-time fix rates were significantly improved, and customer satisfaction was increased with better service.

Customer results thanks to using Fieldcode for their field service operations

Up to
→ **10%**
Increased monthly revenue

→ **15%**
reduction in maintenance cost

Avg
→ **40%**
Increased productivity of field workers

*Average Fieldcode customer results



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