



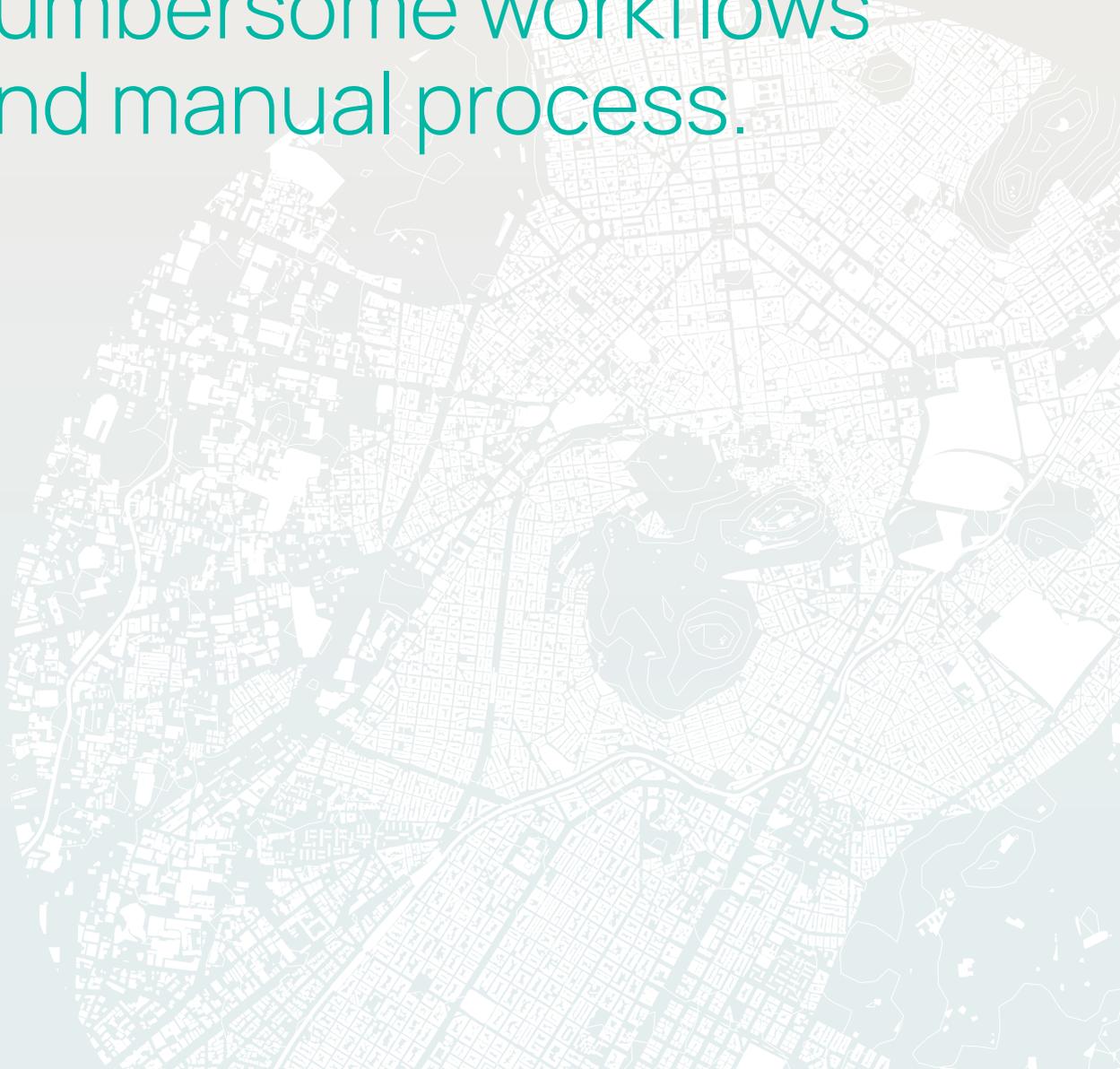
USE CASE

# Overcoming IT business challenges with smart ITSM software



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IT organizations need to implement advanced field service technologies that will automate cumbersome workflows and manual process.



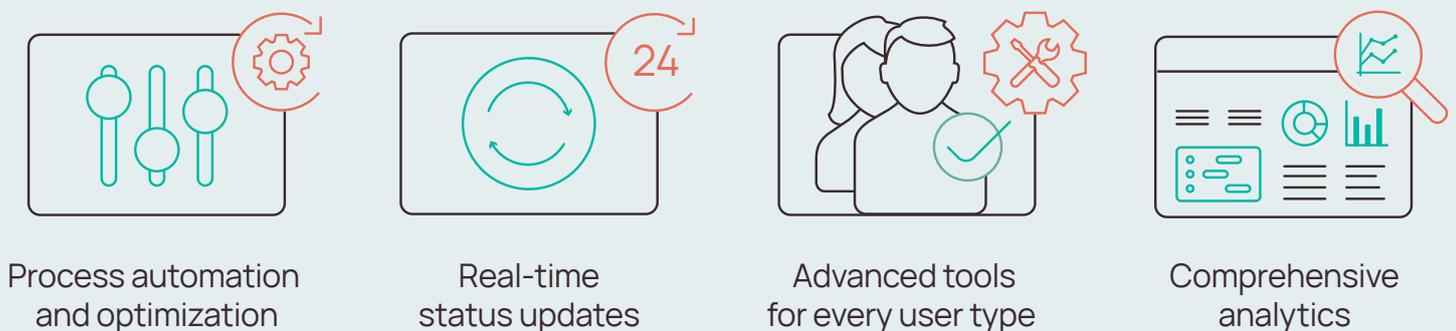
# The benefits of the Fieldcode smart IT service management solution

Companies are becoming increasingly reliant on their internal IT groups to supply business-critical services and functions. More IT organizations are opting to embrace IT service management (ITSM) software to address the constantly changing needs of the businesses they support, as IT functions become increasingly ingrained in day-to-day operations.

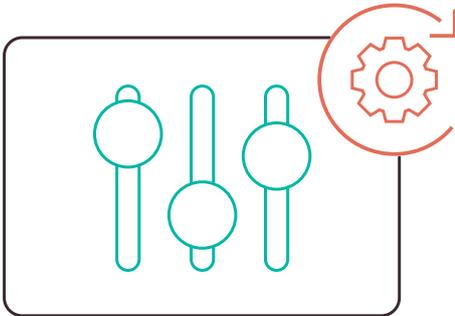
The implementation of an IT service management solution can provide IT firms with key benefits and help them overcome current and future challenges. In this use case, we will go through the core reasons why IT businesses use Fieldcode to guide and automate their IT operations.



## Fieldcode intelligent ITSM software solution



# 1. Moving from repetitive manual tasks to process automation



Automation is the key focus for IT firms that want to minimize cumbersome manual labor and the human error that comes with it. **However, in order to deploy automation effectively, IT businesses must begin controlling their services with ITSM software.**

ITSM technologies facilitate the move from managing a process through human activity to managing a process through automated activities, freeing up time for IT operators to focus on innovation and value-adding activities.

## → Workflow automation

Automated workflows are capable of removing the heavy work out of the established workflows. Repairing breakages, installation tasks, inspection and preventive maintenance will take on new processes thanks to automated workflows. Rather than requiring technicians to learn and remember all of the various scenarios and compliance procedures, a smart field servicing solution will drive the workflows and create a more efficient and smoother experience.

## → Process optimization

Optimized processes offer guidance and process adherence with mandatory steps to prevent human errors. By guiding your workforce through each intervention and implementing fully customizable process steps, organizations ensure high quality performance across any project regardless of the specific needs.

## → Automated scheduling & dispatch

Automated scheduling and dispatch functionalities provided by Fieldcode allow control of the vast organizational possibilities in the most efficient way. The teams on the field are assigned to the most appropriate tasks according to their current location while their routes are chosen and optimized based on traffic conditions minimizing drive time.

## 2. Achieving excellent customer experiences with real time status updates



Delivering excellent **customer service** while working on a highly efficient level can only be achieved with **successful IT service management**. Customers are redefining their service expectations, demanding a more **extensive** and **personalized experience** which is delivered efficiently thanks to **real-time communication**.

### → Constant updates about ticket progress status

Customers appreciate knowing when the service technician is coming to fix their problem, instead of putting business operations on hold without confirming the technician's ETA. An information center including real-time GPS tracking provides customers with accurate time frames as well as real-time alerts on changes or delays. The GPS software automatically submits the technician's location, which is then forwarded by email or SMS alongside the tracking tool link.

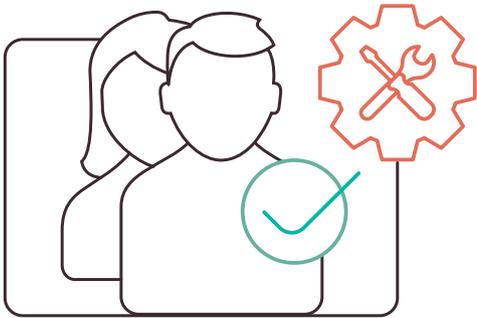
### → Different communication channels

Clients are able to inquire information or book a service appointment via different communication channels such as the Fieldcode information center app, webform, instant messaging apps, or SMS. In this way they have the freedom to communicate via their preferred communication channel and eliminate the feeling that they need to adapt to the software's needs; on the contrary, the process is adapted to their individual communication needs.

### → Customer defined service

Once on-site, customers expect the field technician to be acquainted with the issue in advance. Field service mobile solutions guarantee access to detailed technical background information. Familiarity with previous work orders and pre-existing communication helps technicians prepare a solution before arriving at the premises. This way they can interact with the client in a more efficient and personalized way.

# 3. Improve workforce productivity with the right tools for every role



In a service delivery lifecycle, there are different roles involved. From the back-office agents to dispatchers and field technicians, **it is necessary to provide them with the right tools to let them perform their jobs without wasting time on operational or administrative tasks.**

## → Easy access to all information for everyone

Equipping employees with the knowledge they need and the ability to get help quickly if things go wrong can dramatically improve their performance. Giving them tools to locate the customer's job site or equipment easily, ensuring they have the correct parts upon arrival, and minimizing the paperwork lets everyone concentrate on the job they were hired to do.

## → Automated scheduling & dispatch

Although many technicians enjoy driving, they are all aware that it is intrinsically inefficient. They would prefer to spend their time working on customer sites. Field staff report higher levels of job satisfaction because of the reduced travel-to-work time ratio achieved by a well-optimized schedule.

## → Route optimization

With the Fieldcode route optimizer the same number of engineers on the field can handle more tasks in less time, while service managers have a real-time holistic view of the routes enabling them to be notified and intervene if necessary.

## → Ticket assignment based on technicians' skills

Each ticket that comes into the system may demand a different level of skillset or expertise. In order to make the most out of each agent's skillset it is important that the employee with the best matching experience is also solving the particular issue. Skill-based ticket assignment makes it simple for the back-office agents to assign tickets to the agent in your group who is most experienced, while keeping the technician's workload in check.

## 4. Keep operational costs low with digital tools and data



Keeping operational costs under control is one of a field service manager's biggest headaches. **Parts that need to be ordered in, excessive drive times, extra truck rolls, warranty leakage etc are all costing businesses money.**

### → Personalized trainings based on real-time performance data

Having visibility into your technicians' performance is a key aspect of an IT service management solution. Just because your technicians work 40 hours a week, it does not guarantee that they are productive at that time. By utilizing real-time performance data, you are able to make more informed business decisions about the type and hours needed for specific trainings.

### → Understand where operational costs are escalating based on data

Thanks to the Fieldcode comprehensive analytics dashboard, managers and owners can easily pinpoint where the operational costs are rising and how to bring them under control. What is more, this is possible in real-time without having to wait for quarter reports.

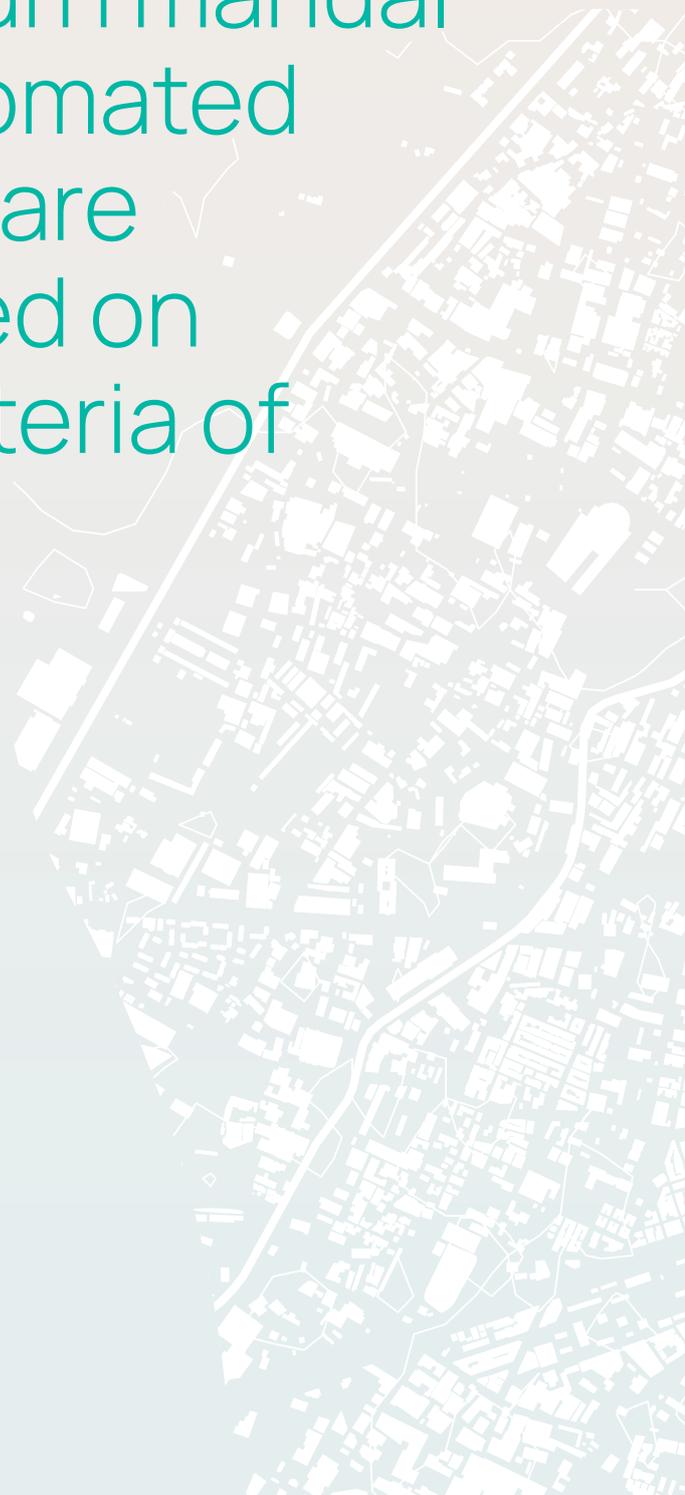
### → Eliminate manual or paper-based labor with digital tools

You can collect a range of information, such as signatures, invoices, warranties and contracts, staff attendance and leaves, and so on, using digital tools like the **mobile app**, so that your employees can perform more efficiently. Employees that work efficiently produce more work at a lower cost.

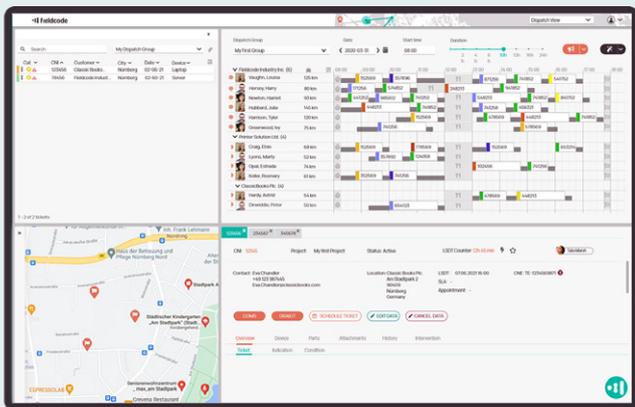
An IT service management solution helps to identify the processes that are redundant or heavily dependent on paper. You can then automate those operations by recognizing the cost associated with the employees handling those processes, allowing you to minimize all intermediaries and associated costs successfully.

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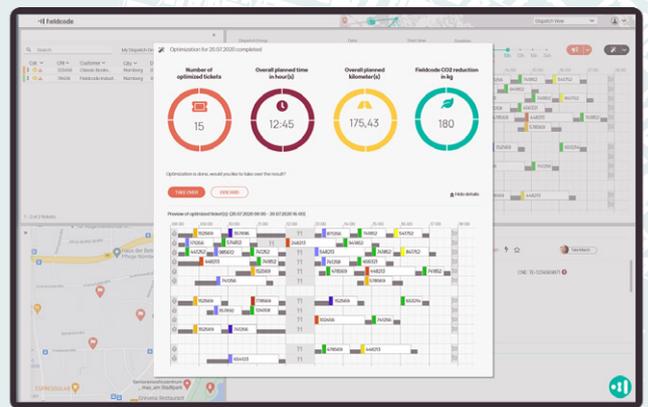
A smart field service solution can turn manual tasks into automated actions which are triggered based on predefined criteria of your choice.



# Enjoy the benefits of automation in your operations with Fieldcode IT service management solution

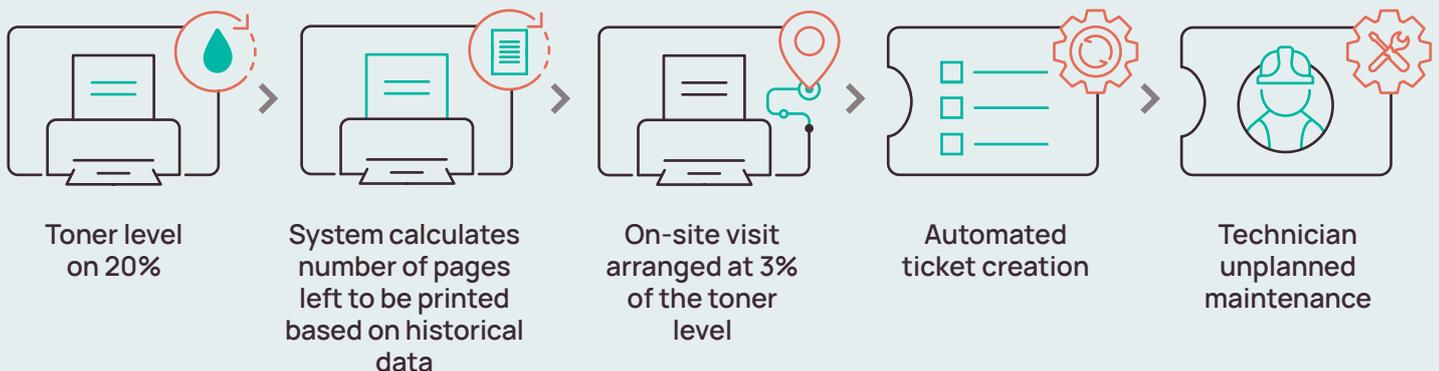


Fieldcode automated dispatching



Fieldcode route optimizer

## Example for an automated ticket workflow in the case of a printer toner refill



# Our customers' achievements using Fieldcode for their IT operations

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

→ **15%**  
Reduction of maintenance cost

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



To learn more about Fieldcode, a field service management system that works for you, contact us to arrange a **short demo** and see how you could improve business efficiency.



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