

TOP 5 FIELD SERVICE MANAGEMENT IMPLEMENTATION CONSIDERATIONS

Field Service Management helps businesses to improve the planning, delivery and analysis of how they are delivering field service to their customers. It enables the improved management and control of all elements that are related to the provision of field-based services.



01 EVALUATE

Business Pain Points

- Better manage demand and expectation
- Control costs and increase ROI
- Assure compliance
- Maintain visibility over your workforce
- Identifying trends



02 EVALUATE

Staff Requirements

- Involve your field staff within the project team to hear their feedback
- Ensure the solution provides a simple user experience



03 DO

Research

- What features are available?
- Does the solution integrate with your current software?
- What type of customer support is available?
- How often does the software update?
- What training is available for front line staff?
- What is involved in the implementation and training plan process?
- Does the solution provider and their technology reflect continuous innovation?

04 THINK

New Technologies

- Go Mobile
- IoT
- AI
- Data



05 THINK

Customer

- To enhance and exceed expectations
- To streamline services
- To improve interaction and communication



Choosing the most suitable field service management solution is an important business decision. Whether you're looking to increase productivity, save on costs, improve on compliance and customer satisfaction or provide a consistent service delivery. Now is the time to implement change and begin to achieve the full benefits of an innovative Field Service Management solution.

Contact us for further information on info@totalmobile.co.uk or 028 90330 111.