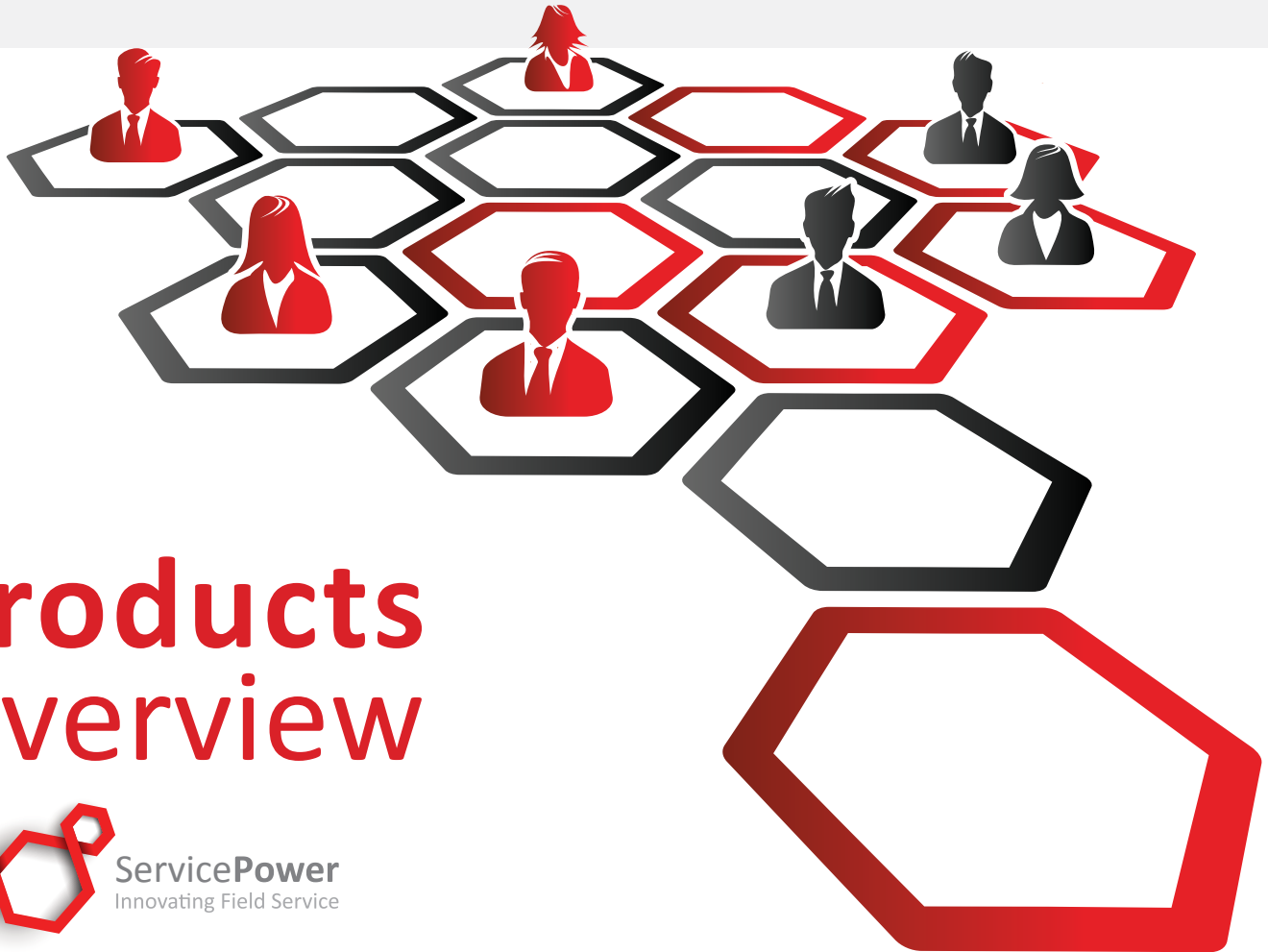
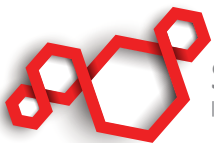


ServicePower

TECHNOLOGY DRIVEN
PEOPLE FOCUSED



Products Overview



ServicePower
Innovating Field Service

www.ServicePower.com

COMPANY OVERVIEW

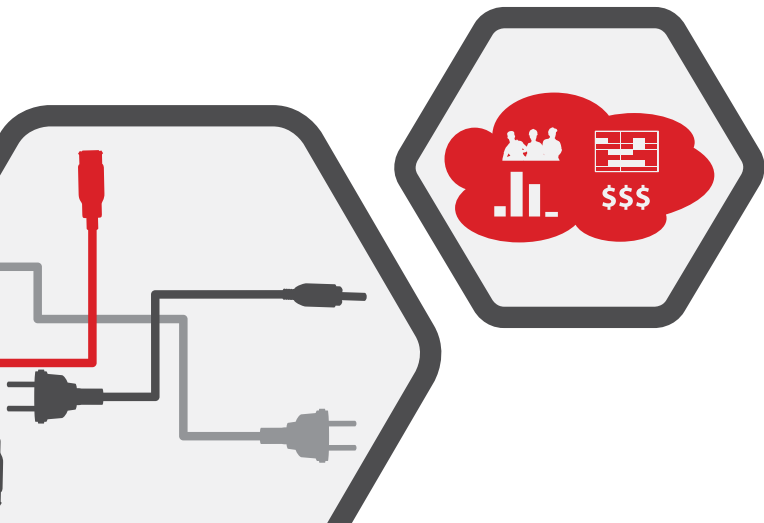
ServicePower:

Increasing Revenues, Reducing
Costs and Delighting Customers
for Service Organizations
Worldwide

Increasing competition, changing customer dynamics and reduced margins are driving field service organizations to implement technology that will improve their competitive edge and increase productivity, efficiency, and customer satisfaction.

ServicePower provides a complete end-to-end field service management platform that improves productivity and efficiency by solving business pain points with optimized business processes and innovative artificial intelligence algorithms.

Our platform focuses on fixing fundamental field service problems and offers the ability to intelligently schedule appointments, SLA-driven jobs, complex jobs, and parts. It automates and enables proactive response to issues detected through connected devices and using advanced business intelligence to monitor, analyze, and adjust processes.



Compliments not complaints!

“Since we introduced ServicePower, our service goals have been achieved. We are now receiving customer letters complimenting us on our service, rather than complaints”

US Appliance OEM

ServicePower enables clients to fully mobilize their field resources through a cutting edge mobile application – powered by our unique mobile vertical enterprise application platform (MVEAP) - which supports any connected device and asynchronous movement between devices as onsite conditions change.

Our platform allows field service organizations the flexibility of managing, dispatching and paying third-party service providers to cover labor and seasonal demand spikes while meeting customer response time expectations.

ServicePower provides proven business benefits:

- 50% increase in field service productivity (customers report a typical improvement of 25-50%)
- 40% increase in field resource efficiency
- 30% cost savings through improved line-of-sight and fraud control

ServicePower continues to innovate in the development of our products by adopting new technologies such as M2M connected services, providing our field service customers a future competitive advantage.

SERVICESCHEDULING

WORLD CLASS OPTIMIZED SCHEDULING

Highly configurable optimization technology that manages appointments, service level agreements and complex jobs while intelligently scheduling parts.

Used By More Than 321,000 Users Worldwide

ServiceScheduling offers optimized appointments, so that every new job is assigned to the best field technician, at the best possible time. ServiceScheduling continually re-optimizes jobs enabling field service organizations to:

- Dynamically revise the day's schedule in real-time
- Ensure reduced job duration and travel time
- Reduce overall schedule cost while improving efficiency, productivity, and utilization
- Provide narrow, reliable appointment windows for increased customer satisfaction

ServiceScheduling Features:

- Standard integration technology
- Highly configurable scheduling parameters
- Complex technician skill management
- Dynamic route optimization, including intra-day changes and drip-fed work
- Dynamically calculated and stored travel data
- Gantt-based user interface (supporting drag-and-drop functionality)
- Integrated business analytics and static operational reporting for field service managers
- Graphical territory planning and workforce analysis tools
- Integrated mobile dispatching

SERVICEGPS

INTEGRATED ASSET TRACKING

Reduce travel times and fuel cost with real street level asset tracking. ServiceGPS enables field service organizations to locate, track and manage field assets via handheld or vehicle-installed devices. It integrates with ServiceScheduling and ServiceMobility, providing real time location information to dispatch managers in ServiceScheduling.

ServiceGPS Features:

- SaaS hosted application provides regular or 'on request' updates
- Real-time map-based location details of resources (also shows full route traveled via "bread-crumbs" trail view)
- Time-stamped daily history of GPS events
- Ability to view the location of the closest field resource to a customer site
- Configurable real-time alerts (idle states, speeding, travel direction information, location arrival, crossing of geofences, etc.)
- Configurable real-time email alerts, such as speeding and arrival at home
- Data reports accessible online or delivered to selected users on a scheduled basis

**Appliance OEM
improves customer
service and productivity
with ServiceGPS**

"Our field service operation has improved customer service ratings by three percent and increased productivity by 16 percent, with ServiceGPS"

US Appliance OEM

SERVICEMOBILITY

FACILITATING FULLY MOBILIZED FIELD RESOURCES

Empower your field techs with a mobility solution that allows them to take care of your customers, on-site, the first time around. ServiceMobility is offered in Enterprise, Standard or Express SaaS versions to support a variety of field-based functions and provides a consistent user experience across all operating systems and platforms. It is an AT&T Certified Enterprise software.

Our device-agnostic solution supports single device, BYOD (Bring-Your-Own-Device), or third party contractor deployment strategies. It can be used on concurrent devices seamlessly, when conditions or workflow requires movement from handheld to tablet devices. ServiceMobility is fully extensible to support dynamic business processes.

ServiceMobility Features:

- Push job details to field resources in real-time
- Manage productivity and resources with advanced time tracking capabilities
- Reduce overstock and increase first-time fix rate
- Track field service resources (including third-parties) with real-time status updates and mapping
- Work from anywhere with offline mobile capabilities
- Receive complete visibility with dynamic real-time dashboards
- Increase first-time fix rate with access to training videos, photo capture, and communication with other techs

Enterprise: Customized functionality via MVEAP design, which provides an application layer between traditional MEAP mobile applications and CRMs/ERPs.

Standard: Preconfigured, end to end mobile functionality

Express: Perfect for the SMB market, preconfigured mobile functionality plus full service management software, to manage the 'back office'.



International Beverage Bottler deploys critical field functionality through ServiceMobility

"This client required custom features including surveys, inventory and purchase order management, as well as integration to critical vendor supply chain software to ensure a seamless customer experience."

Preconfigured Mobile Functionality Includes:

- Cross-platform application
- Full REST API integration
- Electronic time cards
- Work order management
- Schematic and parts lookup
- ServiceGPS integration
- Signature capture
- Customer surveys
- Notification Center
- Photo Capture
- Inventory and parts management
- Time tracking reports

ServiceExpress Service Management Portal Includes:

- Customer, work order and user creation
- Work order scheduling and dispatch (supports drag-and-drop)
- GPS asset tracking device maps

SERVICEOPERATIONS

INDUSTRY LEADING SAAS 3RD PARTY DISPATCH AND WARRANTY CLAIMS SOFTWARE

30% Cost Savings Through Improved Line of Sight and Cost Control



80% of North American manufacturers use ServiceOperations to meet customer commitments and organizational key performance indicators. ServicePower understands that field service organizations increasingly rely on third-party contractors and on-demand technicians to supplement their field service capabilities. ServiceDispatch – a component of ServiceOperations – enables field service organizations to manage skills offered, geographical coverage, and appointment slots from third party contracted networks. ServiceClaims allows field service organizations to set up robust warranty adjudication logic, process claims and issue payments.



ServiceOperations Features:

- Proven, performance tested, high volume technology
- Fully redundant infrastructure
- True multi-tenant SaaS Deployment
- Standard integration technology to ensure on time, on budget implementations to any client CRM or ERP
- Slot based job dispatching based on key attributes
- Configurable edit validation rules and audits tailored to a client's business requirements
- Customizable, multi-lingual, online claim form
- Customizable master validation files for data like parts, model lists, etc.
- Online adjustment and reversal maintenance
- Real time claim processing, status and correction for contractors
- Electronic claim payments
- Integrated part ordering, and service literature repository
- Online QOS Surveys
- Real time integration to service/business management software
- Integration to ServiceMarket (access to fully vetted, on demand independent technicians to fill work that cannot be filled through employed or contracted 3rd party networks)
- Integration to ServiceStats to facilitate key metric monitoring and compliance

PROVEN BUSINESS PROCESS, PARTS INTELLIGENCE AND ANALYTICS

ServiceStats:

40% More Efficiently Scheduled
Field Resources Through BI

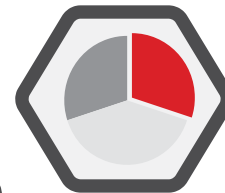
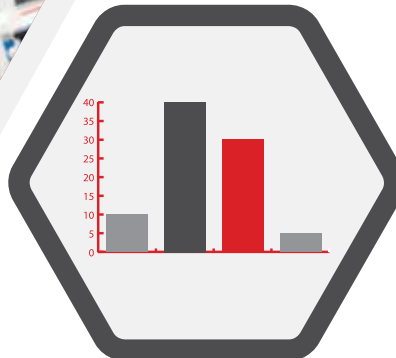
ServiceStats facilitates the forecasting, planning and analysis required by field service organizations to ensure the highest operational efficiency, profitability and customer satisfaction levels possible.



Features include:

- Fully integrated with both ServiceScheduling and ServiceOperations
- Deployed on premise or hosted
- Robust platform based on Qlikview BI software
- Proven, performance tested technology
- In-memory database facilitates quick retrieval and manipulation of data
- Available metrics include: workforce capacity, utilization, SLA compliance, first-time fix and parts utilization
- Business metrics include: schedule cost, total cost of service, customer satisfaction
- 3rd party Dispatch and Warranty Claim metrics include: total service cost, parts usage, fraud analysis, audit savings, claim edit validation error rate

Stats 'Crunches' the Big Data collected by field service organizations, facilitating real time decision making and business forecasting and planning.



SERVICES

ServicePower aims to educate and support field service organizations on all aspects of their service delivery, from hiring to BI, to help produce the results that will generate a competitive advantage and greater market share.

To enable this partnership, ServicePower offers a wide range of client services, from professional implementation to fully outsourced service management.



ON PREMISE OR CLOUD DEPLOYMENT

ServicePower provides cloud deployment options to enable field service organizations to decrease overall costs, including software licensing, hardware and disaster recovery/redundancy.

SERVICE OUTSOURCING

Outsource your entire field service organization, or parts of it, to ServicePower's team of service managers; Outsourced Service Management. We recruit and manage a 3rd party contractor network, take consumer direct calls, dispatch, manage and pay our network using our ServiceOperations product.

BUSINESS CONSULTING

ServicePower's consulting offers a deep breadth of knowledge not only of our field service management platform but also of the industry itself.

Our consultants work with client implementation teams to ensure business requirements are supported through the implementation and integration of our platform to any back end applications.

After implementation, our experts can assist with ongoing analysis and achieving best practices by:

- ▶ Optimizing ServiceScheduling for productivity and utilization maximization with Workforce Performance Analysis
- ▶ Identifying third-party contractors whom exhibit signs of fraud with Workforce Fraud Analysis.
- ▶ Planning mixed channel resource use with Service Channel Strategic Analysis

PROFESSIONAL IMPLEMENTATION

Our implementations and upgrades are by a team of professional business, project management and technical staff, or through our network of systems integrators.

ServicePower relies on our ecosystem of software and integration partners to provide our clients with complementary, integrated functionality and implementation support.

We partner with a variety of companies spanning several fields. Each of our partners works closely with our experts and strives to meet our clients' business needs through specialized integrations into existing systems, training, customization, and solution add-ons. Our global partner program enables our diverse customer base to get the most of ServicePower's solutions.



INNOVATIVE FIELD SERVICE MANAGEMENT SOFTWARE

Transform your service delivery with our complete, powerful field service management platform today

- Increase productivity and schedule parts, SLAs and complex jobs with intelligently optimized scheduling and mobile technologies
- Decrease costs with industry leading third-party dispatch and warranty claims software
- Control service delivery with proven business intelligence engine

Learn how we can help your field service organization become a recognized best in class provider today

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