

FIXIFY FIELD SERVICE PLATFORM

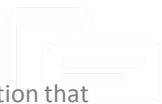


INTRODUCTION

The field service industry continues to grow as more companies look to improve their customer service in order to stay ahead of competition. The need to keep customers for small and medium sized organizations is more important than ever, as the business and the brand truly relies on good customer service. Fixify's goal is to alleviate the difficulties of scheduling and technician management for service organizations by providing a field service platform to solve the complex issues these companies face in their day to day routine.

OUR SOLUTION

Fixify is a SaaS web and mobile scheduling application that automatically schedules work orders to technicians considering multiple and complicated business rules and objectives to create an efficient and cost effective schedule. It easily integrates with CRM systems (currently Salesforce and MS dynamics) via pre-built adaptors. The mobile component provides technicians with an device agnostic solution that includes navigation via Waze and Google maps, to give field technician's what they need to get their job done accurately and efficiently.



Intuitive



The system works for you, not the other way around. Easily upload your data and get started within days rather than months thanks to our easy to use interface and administrative customization.

Expandable



Integrate to your CRMs Fleet Management, ERP, or HR systems. The REST API reacts in real-time, so organizations can monitor schedules throughout the day without wondering if all information is synced and up to date.

Affordable



Our competitive per user per month model allows for flexibility and room to grow with the solution as your business expands.

FOR MANAGERS & PLANNERS

Fixify tracks KPIs such as total distance to appointment, equal work distribution, and technician matching so companies can constantly monitor and improve their field workforce. They can monitor the scheduling specifications at any given time to make changes and optimize the work process before the work is scheduled. The Planning Views allow planners to allocate technician's availability according to different responsibilities, while always taking into account how the business operates. Capacity planning ensures there's time reserved for unexpected events or routine maintenance. Planners can also create geo-fencing areas for every technicians' preferred working location by drawing it on an easy-to-use map interface. Third party contractor work can be handled in order to meet work demand while still optimizing the schedule using the contractor management tools.

FOR SCHEDULERS & CSRs

Schedulers have a visible work list of all the scheduled work orders, with the ability to schedule in multiple ways, such as batch, fill in the schedule, and drag and drop. The work orders can be displayed on an intuitive Gantt or a map interface via Google Maps. The work list itself can also be seen in a daily, weekly or monthly view. Schedulers can view, track, and manage technicians based on non-availabilities and business rules. Street Level Routing, traffic and geocoding are all taken into account in order to create a constantly optimized schedule. Schedulers have the ability to configure alerts within the system to notify them of business scenarios such as appointments at risk, geo-fencing violations, and broken business rules. For more complex scheduling requirements, Fixify supports multi-person, multi-day, and multi-step work dependencies in order to assist with coordination between field techs.

FOR FIELD TECHS

Fixify's Mobile Solution is an HTML5 device agnostic application. Techs can access their work orders, report work status, track parts usage, capture photos on-site, while using any mobile device. All job status updates sync with the back office in real-time and on the scheduling Gantt, so the schedulers are always updated. Execution forms can be easily configured for each business use case in order for field techs to capture vital information while on-site. Field techs can view their entire work list of scheduled jobs for the day, control inventory and parts management for each job, as well as see all scheduled jobs in a calendar view for upcoming appointments and services. Techs can communicate internally through the application's Message Center, while also being able to use the 'Text the Customer' feature for enhanced customer engagement.

ABOUT US

The personal experience behind Fixify is unparalleled. With years of combined experience in the field service solution industry, the founders have some of the most well rounded insights and knowledge into the needs of workforce management companies. Over the years, we have seen the way that service enterprise companies in this market struggle with the implementation process and the cost of large enterprise solutions. With Fixify, we aim to cut out these road blocks to allow all service organizations the optimization solution they deserve, at a cost they can afford.



To learn more about Fixify,
visit [Fixify.com](https://fixify.com).