

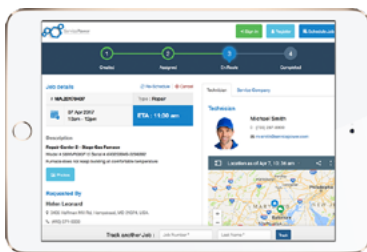
Integrated Field Service Management Technology for Appliance OEMs

Appliance products are at the epicenter of our lives, helping us care for our families and are the focal point of our social interactions. Consumers expect features that make their lives easier.

They expect the same from your service team.



ServicePower field service management solution improves your appliance customers' service experience while protecting reserves and increasing service profitability with:

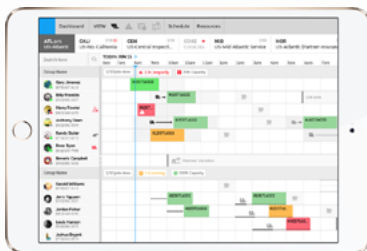


Consumer Portal



Consumer Enablement

- Digitizes the repair service experience, with technician scheduling, two-way communications, appointment status and product/service offers
- [Improve](#) the customer experience and capture new revenue

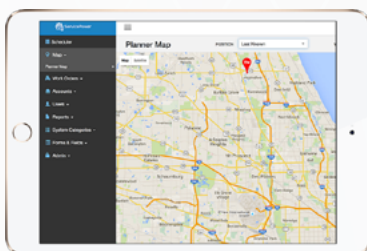


Scheduling



Smart Scheduling

- Assign the best employed field technician based on configurable parameters, continuously [optimize schedules](#) to reduce costs.
- Improve staff productivity and first time fix rates, decrease time to service, improve on time arrival and complete more billable service events every day.



Mobility



Contractor Management

- [Manage](#) and dynamically dispatch credentialed, ranked third party service providers.
- Improve the customer experience with patented rules based logic, providing the highest quality, at the lowest service cost



Warranty Claims Management

- Configurable, automated rules based [warranty](#) claims management
- Protect warranty reserves with reduced claims costs, improve claim processing speed and stop fraud



Mobile Enablement

- Configurable [mobility](#) solution enables technicians to deliver a personalized experience to every customer
- Decrease costs and improve profitability with higher first time fix rates, better complete rates and capture new product, accessory and service contract sales



Reporting and Analytics

- Integrated 360° predictive business [intelligence](#) improves visibility and long term operations
- Decrease costs and identify opportunities to improve future service operations.
- Predicted maintenance schedules using IoT, service and claims history, capturing new service revenue and improving brand loyalty



We also offer manufacturers:

- [Work order](#) Management
- Asset, Inventory and [Contract Management](#)

Proven Results!

Some of the biggest appliance manufacturers in the world have used ServicePower to:

- Gained more than \$10 million in claims savings year over year since deployment
- Improved staff tech productivity and completes per day
- Lowered schedule costs
- Improved first time fix rates
- Increased parts and accessories sales (i.e. water filters)
- Improved extended warranty sales through technicians on-site
- Improved claim validation, reducing claim costs
- Decreased claims filed without parts
- Decreased cycle time or time to onsite
- Improved management of authorization requests
- Increased proactive touches with end customers
- Improved positive NPS
- Increased customer profitability



Our smart field service management solutions improve the quality of your appliance customers' service experience, while protecting warranty reserves and increasing the profitability of your service group.



SERVICEPOWER is an integrated mobile workforce management solution focused on helping appliance manufacturers create a better consumer experience through enablement of great field service, while simultaneously helping to protect your warranty reserves and driving profitability within your service group.

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and high-quality on-demand "spill-over" servicing at peak times and in hard-to-reach locations across North America and the Europe.

For more, visit www.servicepower.com

US Offices:

 8180 Greensboro Drive, Suite 600, McLean, VA 22102
 703.287.8900

 1675 Scenic Avenue, Suite 200, Costa Mesa, CA 92626
 714.428.0040

EU Office:

 Petersgate House, St Petersgate, Stockport. SK1 1HE
 011 44 161 476 2277



www.servicepower.com