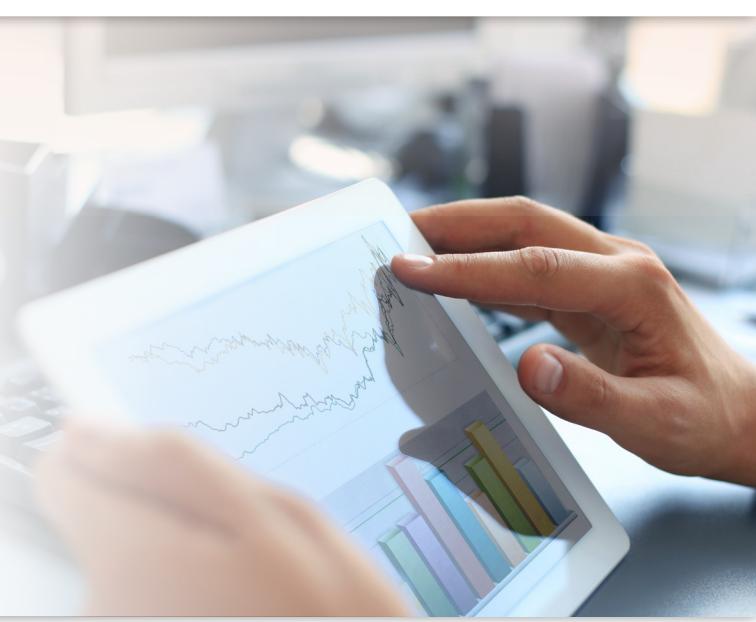




Simplifying Outsourced Field Service Operations

Finally, a solution for managing all of your field service operations in house. From warranty claims to managing 3rd party networks, you have complete visibility, giving you the power to control of all field service processes.



Almost 80% of all North American appliance, electronics and HVAC OEMs, as well as third party administrators process their claims through ServiceOperations!

ServiceOperations is truly multi-tenant, SaaS based application that is used to manage, dispatch and pay third party service contractors. Operations, proven, performance tested technology, including a completely redundant infrastructure put in place to guarantee our contractual SLA commitments, is made up of ServiceDispatch and ServiceClaims.

Service Dispatch - Third party contractor dispatch - Field service organizations can use this web-hosted CRM solution to manage third party contractors. It enables them to see who those contractors are, what skills they offer, where they can perform services and what appointment slots they offer.

Because ServiceOperations is delivered via SaaS, companies can spread their investment and reduce IT effort, while offering lower integration costs and scalability. This business model ensures that no matter the size of your service organization, Service Operations offers an affordable and flexible option.

Service Claims - provides real time warranty and service contract claims processing to field organizations like manufacturers, third party administrators (payment obligors) or insurers.

Attribute	Weight	Best Score	Current Lowest	Current Highest
QOS	50	Highest Value	0	100
REJECT RATE	15	Lowest Value	0	0
COST	10	Lowest Value	0	90
SELECT SERVICER	20	Highest Value	0	1000
OEM	5	Highest Value	0	100
availability	0	Highest Value	100	100
preferred dealer	0	Highest Value	0	0
	Total :	100		

Update Add New Attribute

Included in Service Dispatch

CRM agnostic - ServiceDispatch has been integrated to numerous CRM and ERP packages, including Oracle, IBM LANSO WebSphere, Salesforce.com, Solarvista, and numerous custom/proprietary customer applications

Access to contractor created and managed profiles, and the ability to determine the kinds of job and zip codes run on your behalf. Exact match job dispatching based on key attributes like zip codes, products, brands and skills

Booking to real time capacity; promise a real date and time to your consumer, the first time they call for service

Real time integration to service/business management software, including our own cloud-based application, which SMBs/contractors use to run their businesses

Real time field status updates on in-progress jobs

Diagnostic tools to test coverage

Integration to ServiceStats to facilitate key metric monitoring and compliance

Included in Service Claims

SaaS Deployment - benefit from the aggregation of work from many ServicePower clients CRM agnostic

Configurable edit validation rules and audits, tailored to a client's business requirements

Customizable, multi-lingual, online claim form & master validation files for data like parts, model lists, etc.

Integration to most major service/business management software, to drive efficiency and adoption by 3rd party contractors

Automated review logic to hold claims for further actions & Online adjustment and reversal maintenance

Real time claim processing, status and correction for contractors

Integration to most major service/business management software, to drive efficiency and adoption by 3rd party contractors

Electronic claim payments & Integrated part ordering

Service literature repository & Online QOS Surveys

ABOUT SERVICE POWER

- ServicePower Technologies Plc, is the only company that provides a complete global, mobile, field management platform enabling clients to mix labor channels, utilizing employed, contracted resources, and on demand resources while controlling all elements of the field service lifecycle, from planning, to execution to analysis. We offer a range of integrated software products and services that are used by some of the leading manufacturers, third party administration, insurance, and telecommunications companies, worldwide.

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