

# Are Analytics a Must Have for Your Organization?

Whether real-time or intensive historical data crunching, a field service business must have visibility to its trends, business intelligence, and key performance indicators in order to forecast and plan for the future and address performance gaps today.

## Drive business transformation decisions and tactical improvements to achieve the optimal ROI from your field service organization with ServiceStats

ServiceStats is a robust, fast and flexible business intelligence tool that enables business' to find lost productivity and performance management opportunities waiting to be acted on. Don't delay. ServiceStats is integral to your operation performing at its optimal efficiency, profitability and customer satisfaction levels.

Enjoy the advantage of real time visibility and robust analytic capabilities that enable you to monitor and drive the workforce metrics that you need for a successful field service operation. Contact us for the case studies around return on investment possible through tracking and performance managing metrics like those below.

### Workforce metrics

Capacity	Cycle time	Drivetime/fuel expenses	First time fix success
Utilization	Management vs field resources	SLA compliance	Rework rate
Shift compliance	On time arrivals	Rejection rate	Reschedule rate
Efficiency/productivity			

### Warranty claim metrics

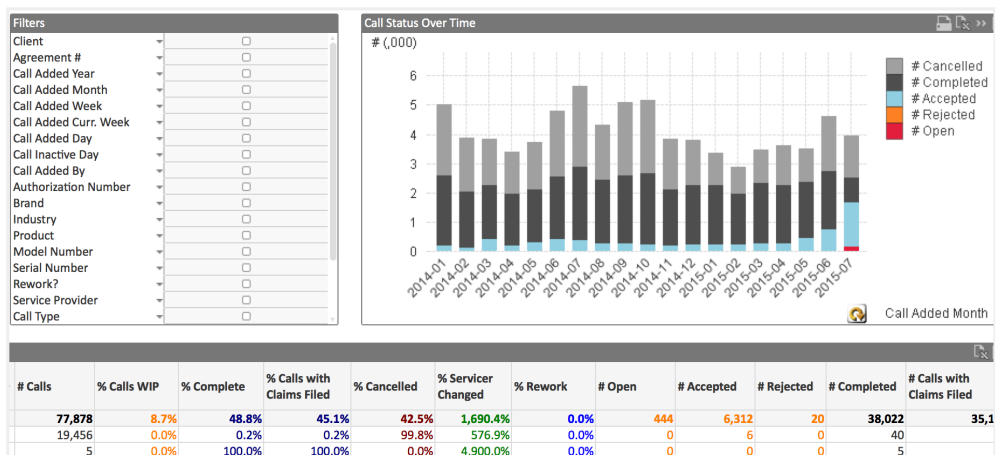
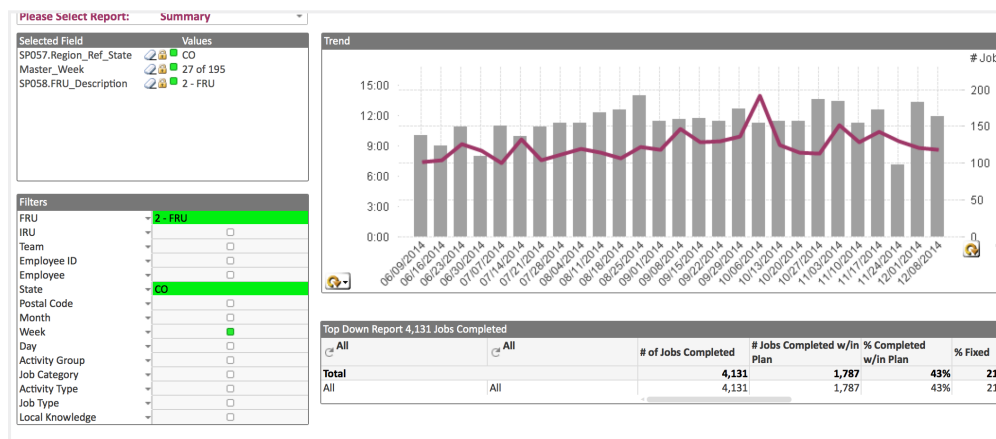
Service cost	Audit savings	Labor only job percentage	Parts usage
Fraud analysis	Claim edit validation error rate	Labor, parts, mileage, tax and freight costs	

### Business metrics

Margin	Schedule cost	Service cost	Quality of service
Customer satisfaction			

ServiceStats can be fully integrated with any of our applications. It is a fully hosted product that can be deployed on premise for ServiceScheduling customers if so desired.

Our technology is proven and has been stress and performance tested to ensure the platform can handle the largest transactional volumes.



ServicePower recently used ServiceStats to analyze data from a leading security firm to demonstrate the potential cost savings through utilizing business intelligence.

Within this particular organization, the volume of jobs being manually moved resulted in \$705,926 in additional costs.

Additionally, ServiceStats discovered \$265,438 in estimated lost revenue resulted from late arrivals.

**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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