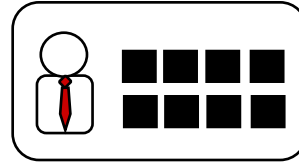


An icon consisting of a smartphone outline and a gear, both in a dark blue color, positioned to the left of the main title.

# Field Pro Service

*A Powerful Mobile Solution  
Uniquely Designed for Life in the Field*

## Key Challenges



## Key Drivers

- Lack of Real-time Information
- Lack of Process Compliance
- Wrong & Miss Communications
- Low Customer Satisfaction Level
- Low Field-Force Productivity
- Reduced Profitability

- Demanding Mobile Work-Force
- Client Demand for Improved Service
- Increased Volume of Service
- Pressure on Productivity
- Competitive Pressure

### Field Pro – Service Smart Technology Solution

Streamlined / Mobile Enable Service Delivery  
Enhanced Customer Experience / Delight  
Improved Productivity & Profitability  
Improved Business & Brand Image

# Field Pro Service Assures

## Productivity

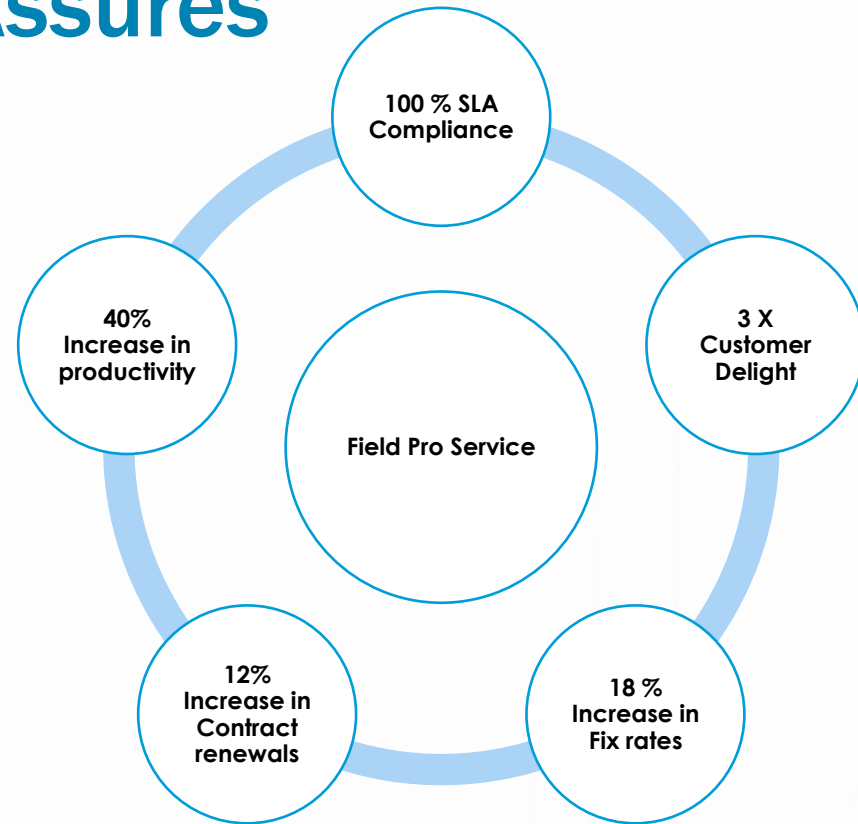
- Automated ticketing
- Mobile assisted travel planning
- Skill based call assignment
- Real time status update / tracking
- Training & Certification
- Ready access to knowledgebase

## SLA Compliance

- Pre-defined SLA matrix
- SLA/Standard based process flow
- Enhanced service efficiency
- Reduced turn around time
- Improved Fix rate
- Real-time SLA monitoring

## Customer Delight

- Mobile ticketing option
- Real-time status update
- Tractable service history
- Customer Feedback / Rating
- Transparent call closure and billing
- Customer Sign-off



## Profitability

- Improved service efficiency
- Real-time resource monitoring
- Improved SLA compliance
- Improved/Timely contract Renewal
- Real-time spare monitoring
- Reduced operational cost

# Field Pro – Quick Overview



## Mobile Application

**Field Pro Mobile**  
to enhance productivity and  
make life easy for the techs on the field

- Field Pro mobile has an arsenal of tools to handle jobs more quickly and professionally, while boosting Speed, Income.
- Better fix rate & Customer Satisfaction on every work order.
- A visual library of Products, Spares by category helps techs perform amazing services.
- Knowledge Base enables Tech to derive solutions to tough fixes.



## Web Application

**To enable process driven service delivery**  
and real-time visualization of field status  
for informed decision making

- Service desk can see status of all Tickets, work orders and techs on a single screen in real time.
- Backend optimizes work force with interactive reports and dashboards
- Automated service desk optimizes workflow and enables the maximum productivity.
- Have a real-time holistic view of customer feedback and rating to ensure quick remediation.

## Open Standard Base Integration

- Field Pro Service's API simplifies the process of integration to third party systems including all leading business systems.
- The API framework uses lightweight JSON and is based on REST API architecture to provide seamless connectivity options to third-party software



# Field Pro – Mobile



Time and Attendance



Task List



Travel Planning



Spare Request



Status Update



Smart Scheduling



Customer Sign-off



Client Contracts



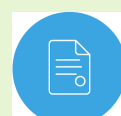
Training and Certification



Communication



Rewards & Leader Board



Travel Claim



# Field Pro – Web Application

Field Pro Service Mobile app integrates with a first-rate back-end system to extend field service process to deliver optimized workflows.

Ticket Lifecycle Management



Spare & FRM Management



Contract & Customer Management



Real Time Resource Monitoring



REST API for Easy Integration



Interactive Dashboard & Reports



Invoice & Billing Management



SLA Mapping & Compliance Monitoring



Training, Assessment & Knowledge Base



Reimbursements

