



# Infor Service Management for Field Service

## Provide your field technicians with mobile solutions

Providing fast, responsive service isn't easy—especially when your industry is technical, components are complex, and the task is critical. That's why your field service technicians need to be able to access critical information wherever they are—whether they're online or off.

When you provide your field technicians with mobile solutions that can help them find the answers they need, they can make all the correct decisions when they're in the field. Give them the solution they need: Infor® Service Management for Field Service.

## Grow your business

With Infor Service Management for Field Service, you'll be able to improve customer service and loyalty and have your customers look to your field technicians as trusted advisors—allowing you to generate and close more business.

With Infor, you get an experienced, reliable technology partner that understands your unique business and can support your specific needs. For over 25 years, Infor has provided equipment organizations—from global companies to family-owned businesses—with enterprise solutions that meet the specific industry challenges you face.

- Give your field technicians the resources to get the job done.

## Increase productivity

With Infor Service Management for Field Service, you can provide your field technicians with mobile devices (handheld or laptops), so they can maintain remote access to critical information in real time.



### Field service technicians

Remote access to data helps field technicians make decisions about repair options and make the best use of resources—which can increase productivity and lead to quicker resolution rates. This can be especially important when the task is critical, such as keeping power on, medical equipment working, pumps and forklifts running, and buildings safe and secure.

With Infor Service Management for Field Service, your field technicians will have remote access to all of the information and resources they need to get the job done, such as:

- Unit and service history
- Past inspection readings
- Account and service contract status
- Parts availability
- Pricing capabilities
- And more

Field service technicians can access work orders, perform tasks, check schedules, and more on numerous mobile device types, such as Windows tablets and laptops and Google Android™ and Apple® iOS devices.

Information such as work orders, account and service contract status, inventory updates, and time or expenses incurred can also be entered and accessed offline, so field technicians can make decisions in the field and provide the best customer service possible. Then, the next time the technician is online, Infor Service Management for Field Service syncs up information collected offline with your back-office systems, while also obtaining any new or updated information for future work.

## Improve operations

With Infor Service Management for Field Service, you can give real-time access to maintenance, repair, and warranty information to your field sales representatives, supervisors, and executives, as well—whether they're on the road or back at the office.

### Field service representatives

With real-time access to this information, your field sales representatives can answer virtually any service-related question a customer might have—especially when the sales rep is onsite with the customer. You'll be able to keep your customers abreast of situations and assist with repair cost decisions, without having to provide delayed responses as a result of additional phone calls or visits back to the office.

### Supervisors and service managers

Supervisors can use real-time GPS polling tools to visualize technicians' exact locations, as well as gain insight into the last-known coordinates of your equipment assets. Service managers can also use this real-time GPS data to help the service department as a whole to operate more efficiently by ensuring that the closest technician to a job with the proper inventory is dispatched.

### Executives

With prepackaged reports, you can track a wide range of key performance indicators (KPIs) that can help you run your business more efficiently by letting you know whether your field service reps are accurately billing customers for parts and labor. You can also gain valuable insights into key business metrics, such as how much capital is tied up in inventory that you aren't using, if you're under- or overstaffed, and how much fuel you're wasting on unnecessary truck dispatches.

## Increase customer service

With Infor Service Management for Field Service, you'll be able to deliver service more efficiently and quickly by giving your representatives company-wide access to critical information—whether they're online or offline.



### Benefits:

- Empower your field technicians with the information they need to get the job done.
- Increase sales opportunities.
- Improve first-time repair rates.
- Increase customer loyalty.
- Speed up repair times.
- Increase the efficiency of your service and maintenance operations.
- Provide better customer service.

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solutions>

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