

**FIELDPOWER**

# **A QUANTUM LEAP IN FIELD SERVICE MANAGEMENT**



Business models keep evolving with the changing times. Today, the ability to cope with the speed of changes in the market while controlling costs, optimizing resources, and improving customer experience is paramount to doing business successfully.

Today, customers do not want any of their equipment to have any downtime and if it happens, they want the service providers or OEMs to fix it immediately. It sounds simple but getting the right person to do the right job at the right time is not easy.

FieldPower can come to your rescue to improve your customer experience.

## Why FieldPower ?

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### **EASY TO DEPLOY AND USE**

With prebuilt modules for every industry customizable workflow, FieldPower provides flexibility and is effortless to implement. With a clean and simple UI, your stakeholders will be delighted to use FieldPower

### **MANAGE YOUR VENDORS / CONTRACTOR FIELD TECHNICIANS EFFORTLESSLY**

FieldPower provides the flexibility of adding your vendors/contractor's workforce into the platform, this also means you can track, monitor the job status effortlessly instead of waiting for them to update you. Also managing the SLA for them can be done via FieldPower.

### **AUTOMATE YOUR TASKS**

FieldPower will automate all tasks like scheduling, work orders, routing, reports, billing, etc. This reduces human intervention and helps your in-field & back-office teams to focus on what they should do best - servicing the customer.

### **PREDICTIVE MAINTENANCE**

With FieldPower IoT platform, you can predict an equipment failure even before they occur and will be able to automatically assign a field technician to resolve the same.

### **IMPROVE FIRST TIME FIX RATES**

Using our proprietary algorithms, FieldPower will intelligently assign the relevant Field Service Engineer and provide all the relevant customer information so that the technicians can fix the same during their first visit.

### **REALTIME MONITORING**

Our Field Service Management gives you the real-time status of all your resources, assets, work orders, status, revenue generated, and much more. Even in remote locations, when connectivity is not available, FieldPower will be to capture data and send it back to Backoffice whenever they connect online.

### **360-DEGREE VIEW OF YOUR BUSINESS**

Having a deep insight into your business can help you plan it more effectively and puts you in control of your business. FieldPower can be used as a standalone application or can be integrated with your ERP, CRM, and other legacy systems.

### **CLOUD OR ON-PREMISE**

Available on Cloud & On-Premise, you can decide what suits you best.

# Product Features



Intelligent Scheduling



Work Order Management



IoT Driven Predictive Maintenance



Preventive Maintenance



Technician Management



Customer and Site Management



Multiple Vendor Management



Inventory Management



Contract / SLA Management



Analytics and Dashboards



Adhoc Reports



Business Intelligence



Billing & Invoice



Location Management



Dynamic Forms and Checklists



Quotation



Project Management



Admin Module



Vendor Portal



Customer Portal



Mobile Application  
Android & iOS

# Focused Industries



TELECOM



MANUFACTURING



PROPERTY  
PRESERVATION



SERVICE PROVIDERS

# How are we different?

**30%**

Preventive Maintenance

**85%**

SLA Compliance

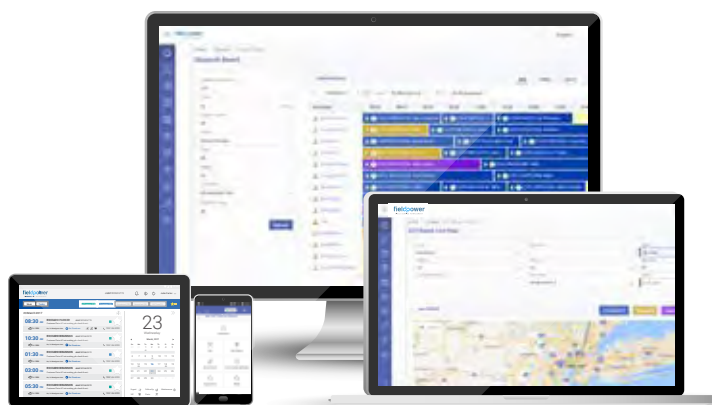
**78%**

Problems resolved by Technician in the first visit

**75%**

Improved Technician Utilization time

- ✓ IoT-Enabled Predictive Maintenance
- ✓ Algorithm Driven Decision making
- ✓ Omni-channel interface
- ✓ Vendor/Sub-contractor portal for Outsourced work
- ✓ Quick Implementation (3 weeks implementation cycle)
- ✓ Mobile App with Offline Mode Functionality
- ✓ Different delivery Models – Cloud or On-Premise



## What it means to you?



**CEO/COO**

Complete visibility of the business, helps in better planning & forecasting.



**Field Service Manager**

Real-time visibility, reduce the customer response time



**Dispatcher**

Automatic scheduling, Effective asset, resource, and vendor utilization



**Field Technician**

Access information before visiting the location and improve first-time fix rates



**Your Customer**

Realtime status updates



# Gartner Recognition

Gartner has recognized FieldPower in Gartner's Magic Quadrant & Critical Capabilities Report for Field Service Management Report.

## Success Stories

Reduced the SLA violations by 80% for a Telecommunications Company based in Oman

Increased the technician's utilization by 75% for a leading Medical Equipment Company

Enabled better utilization of time and resources leading to improved efficiency for a retail giant

## About FieldPower

FieldPower focuses on reducing complexity and simplifying Field Service Management Industry. With a plethora of features including artificial intelligence, vendor management, predictive maintenance using IoT, FieldPower is empowering businesses of different sizes and globally. Gartner has recognized FieldPower as a 'Niche Player' in the Field Service Management Report 2020.

### CALL TO ACTION

To schedule a demo , call us at

Phone: 087 230 8740  
[www.kinetixsoftware.co.za](http://www.kinetixsoftware.co.za)

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