

# 30% Routing Improvement

And that's just the tip of the iceberg.



## AGILEFIELD

Complete more jobs on time and on budget.

Increase productivity by automatically scheduling field technicians.

Track work orders and asset history across all job sites.

Reduce inventory by tracking remote parts, truck stock, and warehouse.

Increase revenue by eliminating paper systems.

Improve customer communication with automatic notifications.

AgileField Inc. is a leading provider of field service management solutions for the mid-market and the first to introduce a comprehensive methodology, AgileField, for advancing field service capabilities, improving profitability and customer satisfaction.

## CLIENT: International Telecommunications Company

On any given day, the telecommunications company's 1,000+ service technicians and 500 service vehicles are deployed across more than 30 dispersed geographic markets - each with its own warehouses and inventories.

The company's legacy systems churn out information on daily operations, but lack the smarts to operationalize it for certain types of real-time decision making. This leaves tasks, such as field service scheduling, to be done the way it has always been done.

Manually.

Which produces the same results it always produced: 30 percent failure rates in service calls, extensive inventory shortages and, quite predictably, unhappy customers.

## Cloud-based Auto Scheduler

The company turned to AgileField for its cloud-based Auto Scheduler solution. It easily integrated with the company's legacy ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) systems enabling real-time access to information and decision making.

With the system in place, the company set out to test Auto Scheduler in its largest market and thoroughly analyze the results.

During just the first week of testing, the company saw a 30+ percent increase in technician routing efficiencies. Calculating only the vehicle-related savings from driving fewer miles, the company projected a \$50,000 annual savings in the test market alone.

Interesting! But maybe not as interesting as some other discoveries.

## TECHNOLOGY THAT DRIVES DECISION MAKING

Throughout the Auto Scheduler implementation process, the company and AgileField partnered to uncover and resolve data and process errors that were fueling the company's 30 percent failure rate in services calls. Auto Scheduler's strict guidelines unmasked longtime mysteries behind why technicians:

- Were assigned to projects that didn't match their skills.
- Got called in on their day off while on-duty technicians were idle.
- Arrived on-site with the wrong parts (or the warehouse didn't have a part at all).

And other issues, such as incorrect time-to-completion estimates causing over-bookings, under-bookings, cancellations, rescheduling - and unhappy customers.

With Auto Scheduler fully implemented, the job scheduling that used to take the dispatch team two hours to complete is being done in less than a minute. Plus, the company says it now has better inter-departmental communications, better defined processes and the kind of data that helps drive quality performance rather than service call failure rates.

AgileField. Easy to install. Integrates with systems across your organization.

### Cloud-Based

Cloud computing allows more flexibility in adapting solutions to your business; more efficiency in serving technicians and customers; lower costs and competitive advantages through innovative technologies.

### Integration. AgileField IntegrationHub™

AgileField IntegrationHub is the most complete integration technology for mid-market field service organizations for integrating with your CRM, ERP and accounting systems.

### Implementation. AgileField RapidStart™

AgileField's RapidStart implementation process uses AF Capabilities Assessment together with our hands-on, three-phase approach to get you up and running faster.

### Reporting & Analytics

AgileField provides standard and customized reports and dashboards to make superior business decisions quickly.

## For More Information

Call to find out how AgileField can advance your field service capabilities for improved profitability and customer satisfaction.



www.goism.com  
1-877-496-5350  
2300 SE Beta Street, Suite A  
Portland, OR 97222