



Field Service Management Requirements - Key Market Research Results



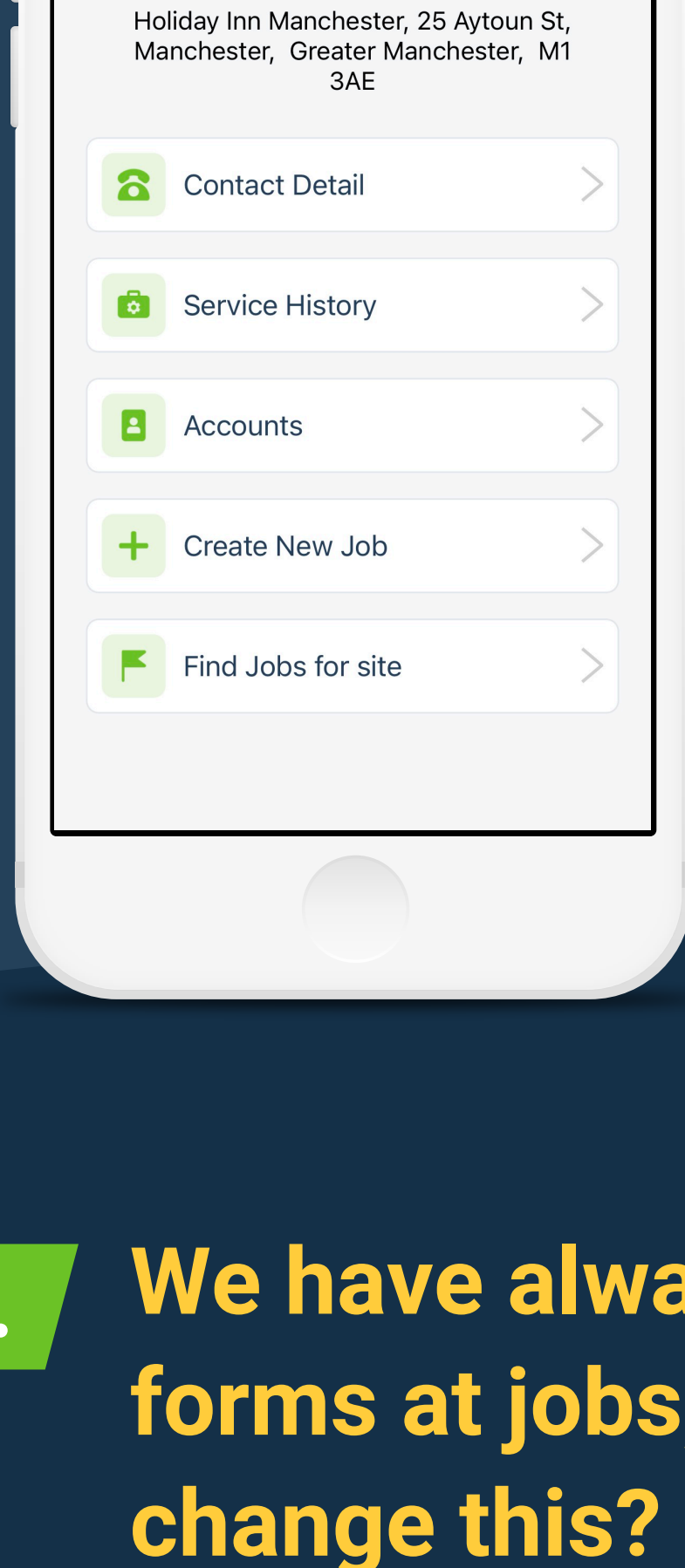
EZ management has spoken to hundreds of service managers, field workers, engineers, technicians and admin office workers over years. We have compiled the 10 things needed/requested by field service management companies.

1.

How do our Engineers and Technicians access Site Data for each job they visit?

Every engineer/technician needs to see what has happened on-site at the previous visit.

We speak to companies who tell us how hours are wasted every day trying to find the service history and the details of the work carried out on previous visits. the **ServiceJobs App** has full site history data for every job/site available to each engineer/technician as well as customer details, account details parts used.



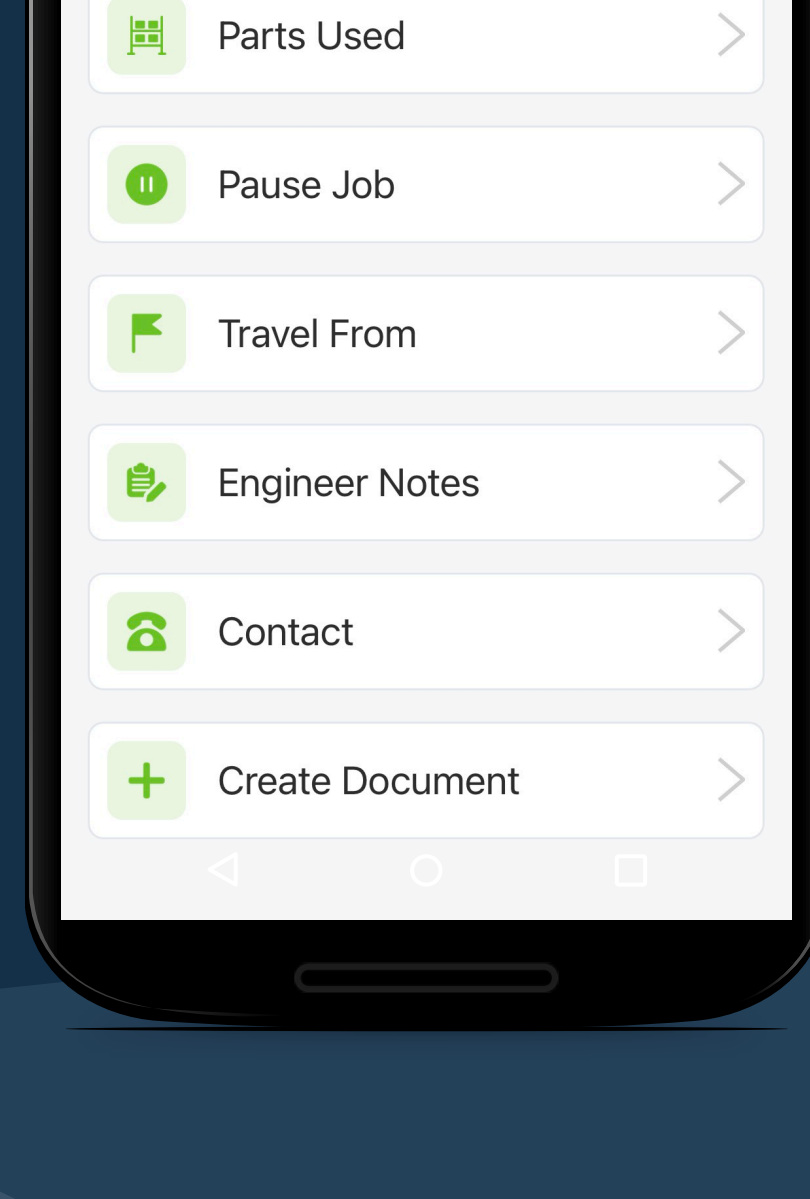
2.

We have always used paper forms at jobs, why should we change this?

How much time would you save, if you didn't have to fill out paperwork from scratch at every job?

If every engineer could use that wasted time to add in at least an extra job per day - that's approximately 220 extra jobs per year per engineer. If your average job value is £/£100 - you could be missing out on around £/£22,000 in extra revenue per engineer per year!

How many engineers have you got? Have you considered much money is paperwork really costing your company?



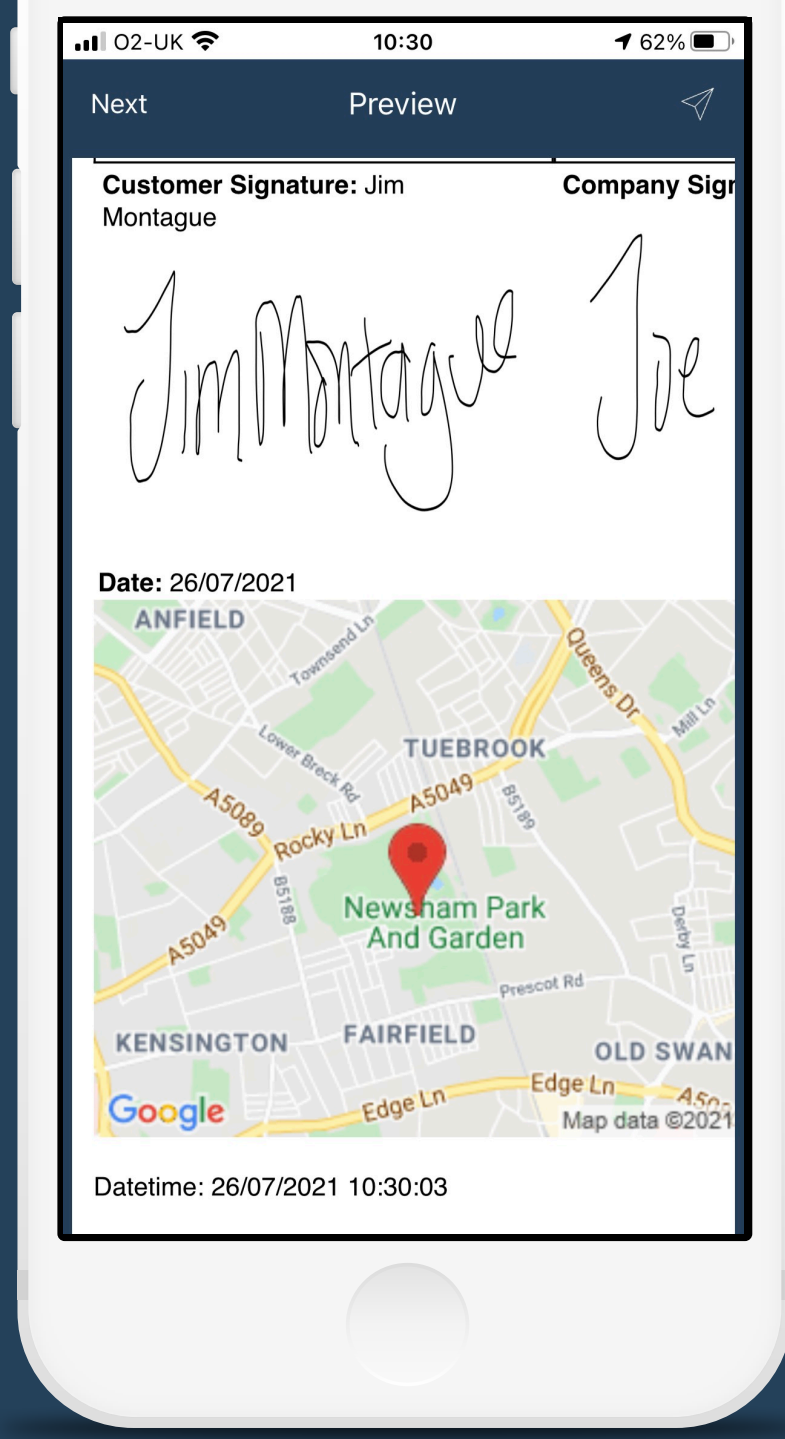
3.

We can't get work dockets signed by the customer due to Covid-19, how do we prove we were there?

Covid-19 and the 2 metre rule, has meant that onsite engineers and technicians, and clients are reluctant to pass mobile devices / Paperwork around to get signed.

As a result, we were asked by our clients to figure a way that they can still record they were on-site and job complete without the need for a client signature.

The **ServiceJobs App** now allows Time and Geo-Location stamping when jobs are completed and recorded on the completed work documentation.



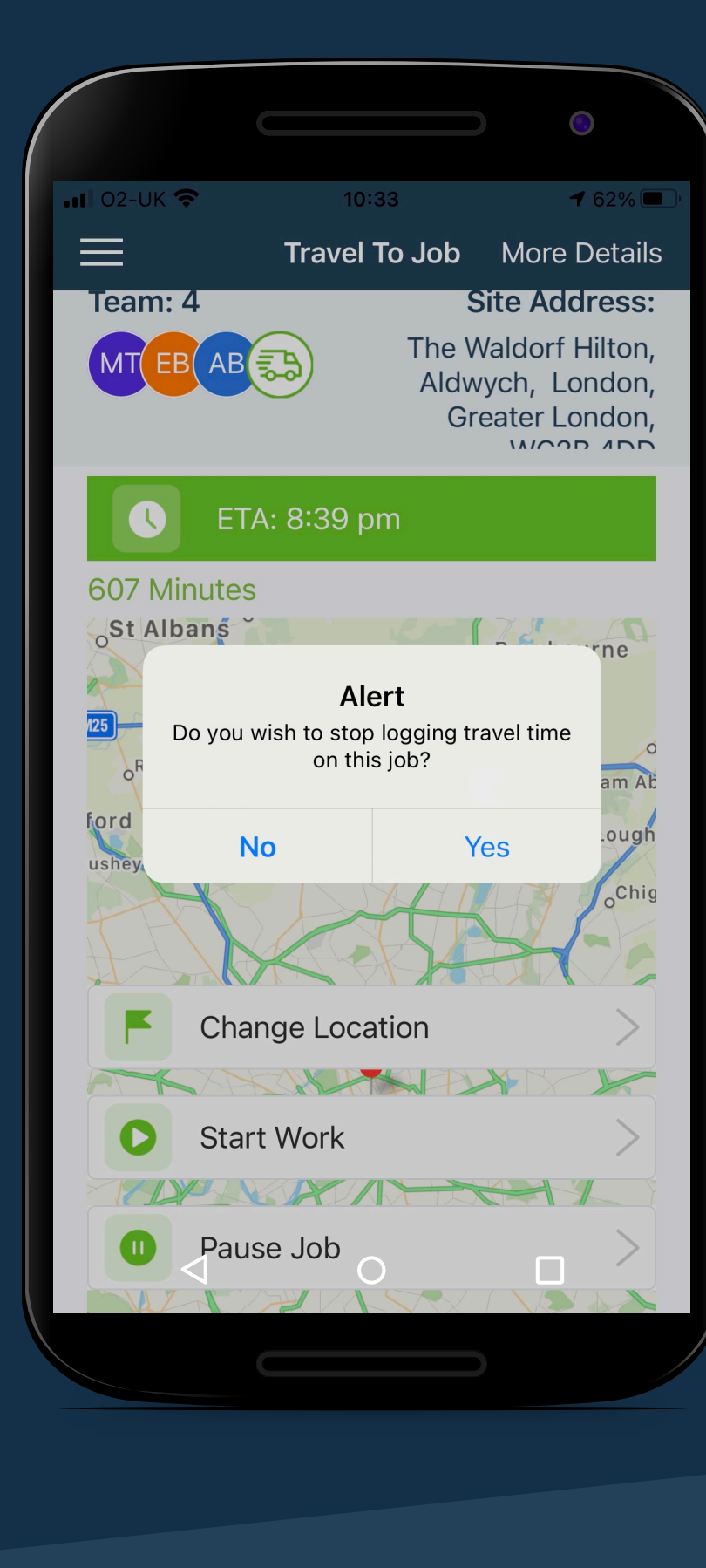
4.

We need a more efficient way to deal with PAYROLL AND TIMESHEETS

Do you have Engineers having to spend time at the end of each day or week trying to remember and record their time spent on each job?

Do you know how much time is being wasted?

The **ServiceJobs App** enables this to be fully automated, Time can be tracked as soon as travel to work begins right through to when the job begins and to when the job ends - automatically collated by job and employee - making payroll easy and more accurate than ever before.



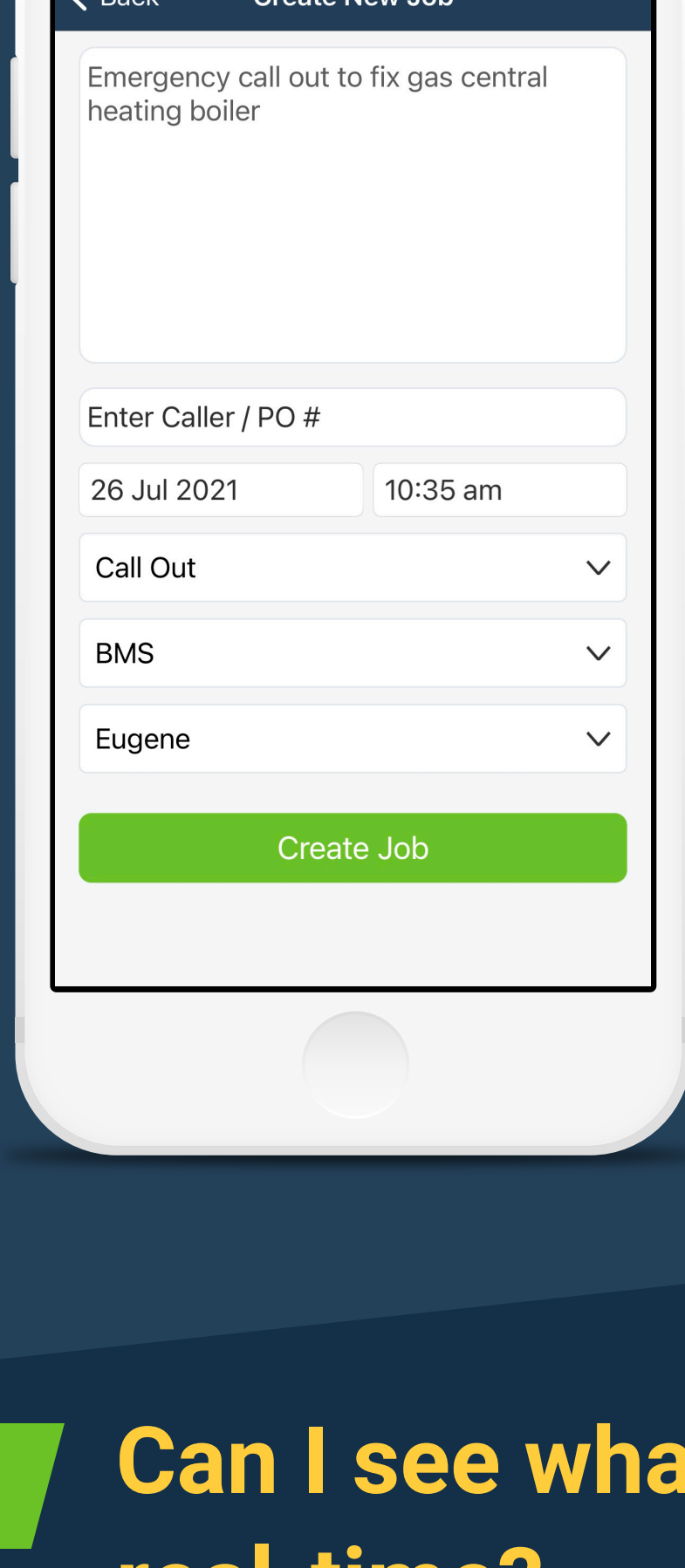
5.

Can engineers/technicians create and find jobs on their own?

"Engineers/technicians need to be able to create jobs without the need to contact the office, how can we manage this?" was a popular request this year. Your field workers are often the front-of-house face and revenue-generating area within the business and if they have the opportunity to add new jobs, they will be increasing revenue.

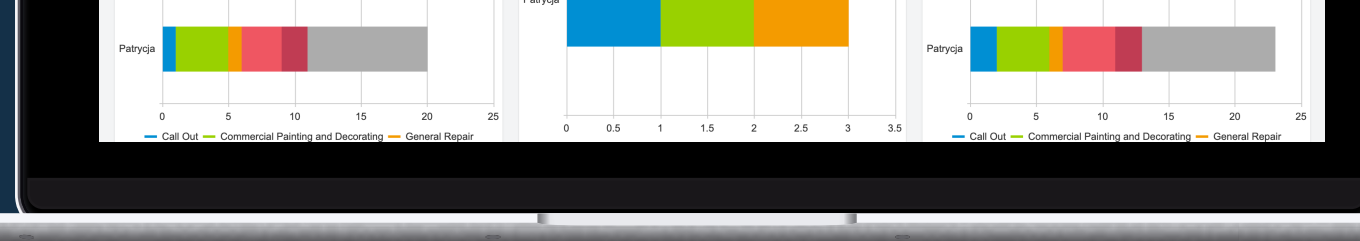
The **ServiceJobs App** enables them to do this and also to add "follow up/new jobs" on each visit

They can simply create a new job and assign it to themselves or create one and assign it to another engineer/technician - it adds extra revenue for the company quickly and more work can be completed in a day.



6.

Can I see what is going on within my business in real-time?

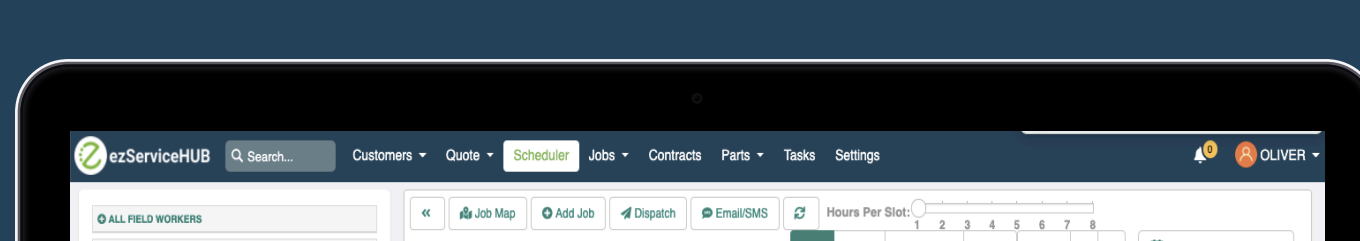


The **ezDashboard** gives a color-coded overview of everything that is going on within the business. See what jobs are completed, by type by engineer what jobs you have yet to action.

Retrospectively look back at previous jobs and years so you can plan ahead.

7.

How do I schedule jobs efficiently when we keep having to move jobs due to staff calling in unavailable for work?



We understand Scheduling and planning jobs can be the most difficult process when trying to manage planned preventative maintenance and reactive or installation and repair calls.

The **ezScheduler** allows drag and drop scheduling easy dispatch and a way to ensure you never forget about jobs again.

8.

I need to have more than one engineer on a job or project but need them at different times and days. Can you help with this?



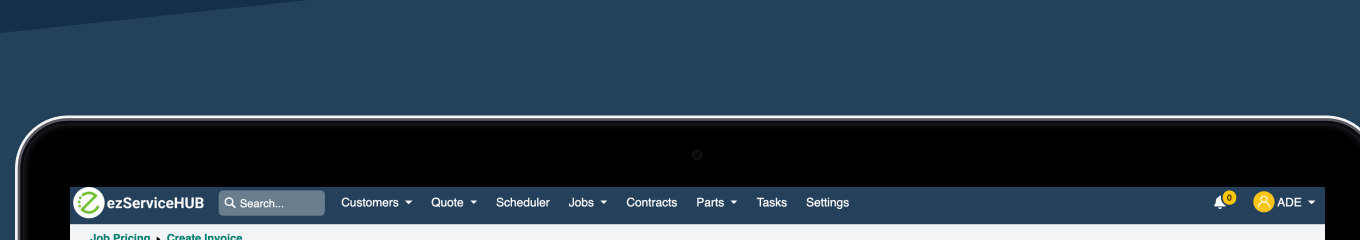
YES!

Some projects can be split over an extended period of time, days or weeks even, you may need different types of engineers at a site on different days, times.

The **ezServiceHUB** platform can split any job into a project, enabling you to determine what engineer needs to be at that site and when.

9.

We now have our projects sorted. But I need to invoice all the parts at once can I do that? What if I need to invoice parts of it as I go?



You can do BOTH!

You will have an agreement with your client on how projects/jobs will be invoiced.

The **ezServiceHUB** platform enables you to invoice a project in one invoice OR invoice separate parts of the project individually. You decide!

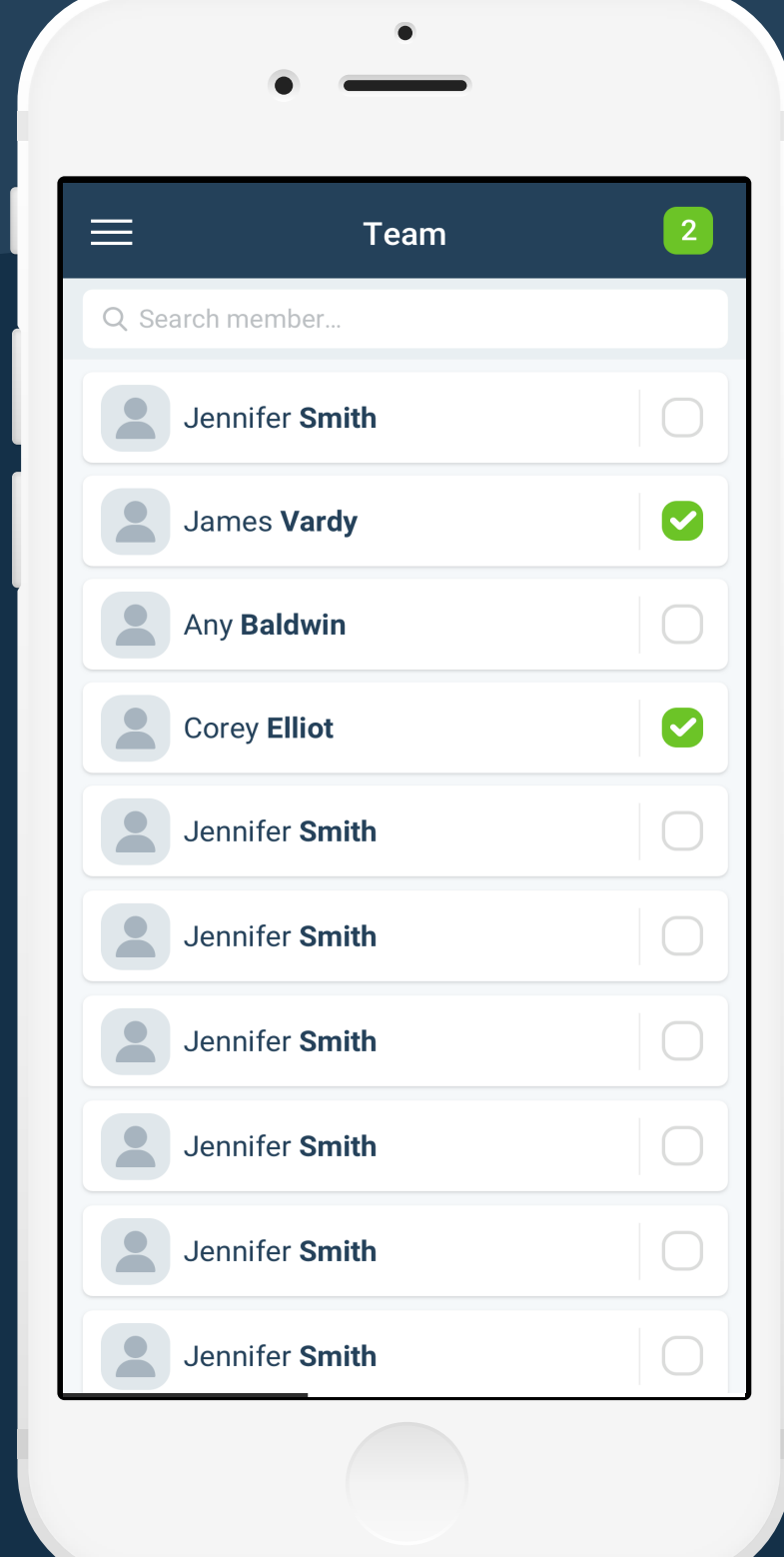
10.

Multiple members of my team could meet at a job which isn't always planned e.g. an engineer could ask a colleague to meet them on-site if they need help or extra expertise. How do I track more than one of them are at a job?

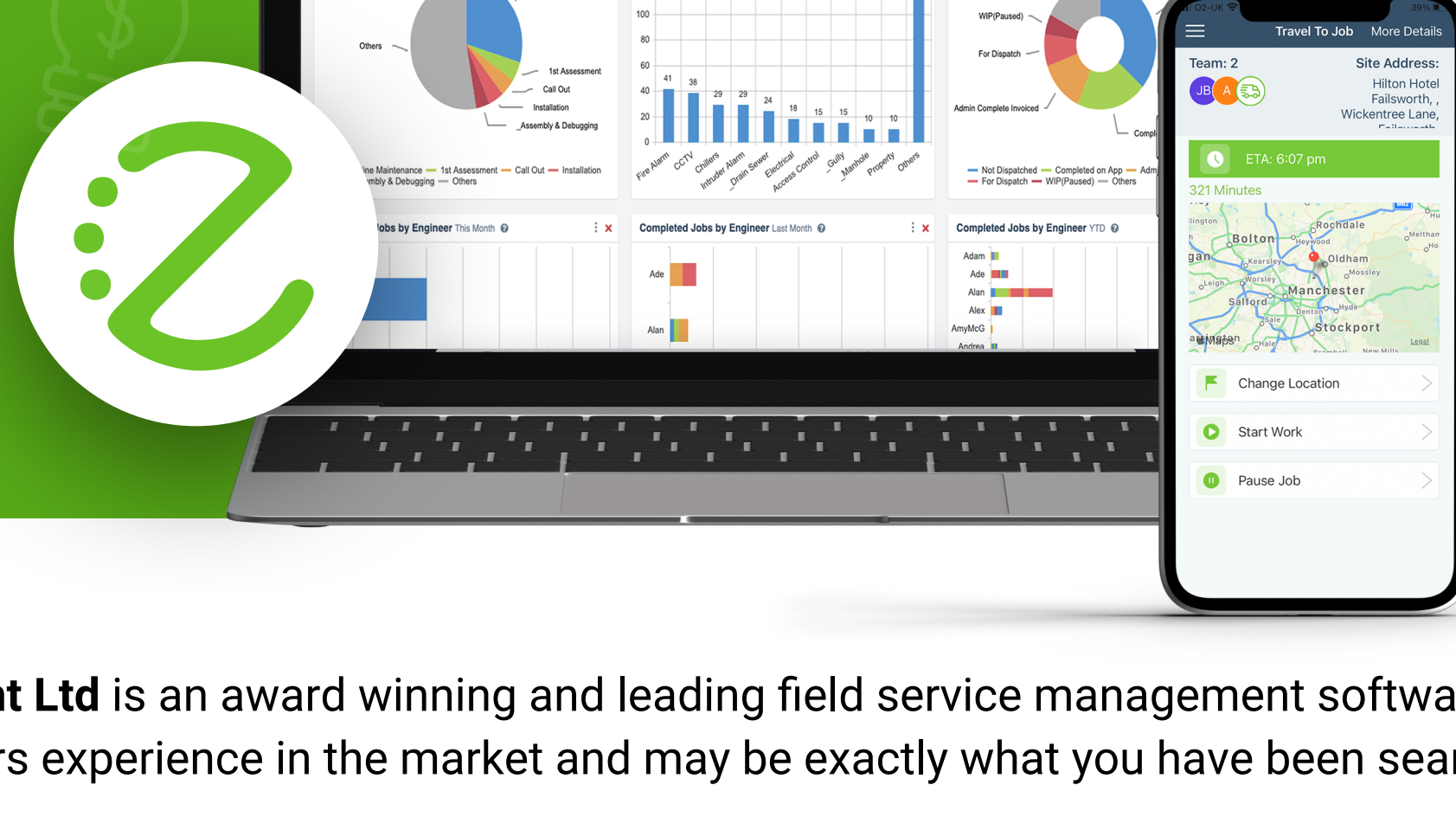
Your team is vitally important, and the need to track ALL engineers that are at a job is critical to ensure payroll and invoicing is correct.

The **ezServiceApp** enables your team to add other members of the team to any job, whether they are traveling with them to that job or simply met them onsite.

#FieldServiceManagement #FieldServiceSoftware



Who is ezManagement Ltd?



EZ Management Ltd is an award winning and leading field service management software company, with 20+ years experience in the market and may be exactly what you have been searching for.

ezManagement have been working alongside Field Service Management organisations for over 20 years, we have listened to them when they have highlighted what is working and what the need help to improve. Our "ez" to use, powerful field service management (FMS) software enables companies to move away from paper heavy processes helping them to automate their field service processes. Now may be the right time to make this switch.

The **ezServiceHUB platform & App solution** will greatly improve your customer service and satisfaction and the flip side is by building a great relationship with your customers, this ultimately will mean recurrent income. AND that means a great P&L or Income statement for your company each month.

In less that 30 minutes...

A member of our online team can show you why our award-winning field service management solution is so easy to use and how our superior customer services's team will make that often scary transition to software and App usage seamless - that's also why all our customers stay with us - so why not book a no obligation demo today!

BOOK DEMO NOW!

www.ezmanagement.com