5 BIG PAIN POINTS IN FIELD SERVICE MANAGEMENT

BY EZ MANAGEMENT - THE AWARD WINNING FIELD SERVICE MANAGEMENT SOFTWARE

Introduction

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.

A fully automated CRM, to manage your field workers and business more efficiently is just a button click away. Have you ever asked yourself how many countless hours are spent searching for client service records or how much money you have lost because of this?

No one wants unhappy clients or a bad reputation. That might be a risk when you're losing time planning field workers schedules, having trouble finding where jobs are and how to manage the pricing and payrolls.

There are 5 big pain points in field service management that we've solved with our mobile platform.

1 Finding Client Service Records

How many countless hours are spent, searching for Client service records because an audit is due, or a customer queries something - it should be in a filling cabinet, but which one as you have 6 and after checking, it's still nowhere to be found. So the cause and effect is...

- Wasted Hours Searching
- Unhappy Customer
- Unhappy Industry Regulator
- Loss in Money
- Loss in Reputation

The **ezServiceHUB** has a fully automated CRM functionality meaning when your engineer or field worker has completed the relevant work information and gets the client to sign it on the App - it syncs automatically back to the office and is stored under the Client History tab. Finding information about your customer is simply a click away. Information is stored and categorised by site, you know which jobs you've completed, and which are outstanding. Review all parts used for each site and also view all documents / records created by your engineer or field worker for each visit.

From Forms to Photos, Maintenance to Reactive job records - it's all stored in the one place under the Client details on the ezServiceHUB and available at the click of a button.

Search and Dispatch Service Jobs

2

Planning all your field workers job schedules in advance can be a painstaking job, how many different formats do you use? Whiteboards, paper diaries, excel? Trying to amalgamate all these into a plan is nigh impossible but even if you do, how best to let each engineer know what jobs they have to do?

- **Are contracted routine jobs sometimes missed? Then what happens?**
- **Do engineers book holidays which mean you are back to square one in the office to organise?**
- **What happens when an engineer calls in sick?**

The **ezServiceHUB** and App has an easy to use drag and drop scheduler and makes searching, filtering, scheduling and job dispatching a doddle! Instantly see what contracted Jobs you have to complete on a day, week, or month ahead view, easily drag and drop unassigned jobs into your engineers planner - they will be notified on their App with their job along with all the relevant job details, instantly! Have full visibility of days off, Holidays taken or sick leave.

Need to reassign jobs? No Problem! Drag and drop from one engineer to another. We make it easy to ensure no jobs are missed, easy to reassign, easy to see days off. Your ability to be agile when it comes to job search and dispatch will be a huge positive for your organisation.

3

Where are your Jobs & Engineers Located?

Trying to keep track of where your jobs are located, what types of jobs, what is the status and where your team is can often become an impossible task. Locating engineers can only be done by constantly calling them to track location, which is a waste of office time and engineer time. Having a full view of where clients, jobs and sites are located is fundamental to good planning. Knowing where your engineers are when a reactive call comes in is essential. Some of the consequences of poor job management are:

- **Not growing the business**
- **Wasting time going to the wrong customer location**
- **Poor planning of your job schedules**
- **Sending the farthest engineer to a reactive call**

The **ezServiceHUB** provides you with a real-time map of all of the above. Know exactly where your jobs are located, for the days, weeks, months ahead to help you plan exactly where you need to be. Know which engineer is closest to a reactive call the second it comes in. Have full visibillity of exactly where your clients and jobs are located, are you messing out by not targeting a specific geographic location?

The ezServiceHUB is not solely about planning your work and having it completed correctly everytime. It is used by many as a sales tool to figure out where potential opportunities might be lcoated. With it's bird's eye view on jobs location, the ezServiceHUB enables growth by highlighting areas of opportunity, which may have been previously neglected.

4 Labour, Parts & Job Pricing

Some engineers cost your organisation more than others. You may have different pricing for different customers or customer types. You might have won a tender on price and need to ensure that all engineers who attend a call are priced at the correct amount. Parts are being used everyday in the company; are they being charged when they are being used? Are they being charged correctly? Are you making a loss on some of the parts that you are using? Inefficient processes when it comes to pricing are quite simply costing you money.

- **Labour is being charged too low & parts are missing from the van.**
- **Parts aren't being charged at the right rate or not at all.**
- **You've charged a customer an incorrect price and now you must manually fix it.**

With the **ezServiceHUB** pricing functionality, you can create bespoke pricing schemes for customers or customer types or projects. Ensuring that margins are automatically added to every part that is used by engineers on a job or when they select the part on their app when onsite. Simply input costs for each of your engineers and group them by different sill sets. It's about getting the right people to the right job but ensuring they are priced correctly to ensure a smooth process when it comes to invoicing. This process in the ezServiceHUB is fully automated. Simply build your pricing schemes for your clients and assign.

The ezServiceHUB solution will look after the rest. From job to invoice.

5 Time Sheets and Payroll

Payroll whether it's done at the end of every week or month is something that a lot of Service Companies stress about since every penny counts but when it comes to payroll. Best guesses on the amount of time each worker has worked in terms of overtime or if they have had to take a shorter work period because paper time sheets have not been submitted correctly. This invariably leads to a stressful process every time:

- **Wasting time and money with a calculator**
- **Retrospectively going through every engineer's appointments for the previous month.**
- **Accounting for the engineer/field worker who was on holiday or was sick.**

The **ezServiceHUB** tracks ALL of your engineer's time spent working via the App as soon as they start work. At the click of a button you can tell EXACTLY how many hours each engineer spent at work. You can even set Permissions to allow field workers to see their own time sheets, so everyone on the company can use it. Imagine the time and money you would save if you knew that every time payroll came around you could click a button and see each engineer's timesheet for the previous month, what job they were at, how long they spent travelling, you could see the previous week or the previous year! You can also check the time spend on projects over longer time periods.

All this information is at your fingertips - just waiting to be used.
This powerful Cloud Based Application was uniquely designed to be easy to use so once the basics are set-up, you can start using it immediately.

CONCLUSION

Our award-winning and user friendly, Field Service Management solution is designed to make your service business more productive. **ezServiceHUB** increases business efficiency and productivity. More importantly, it improves cash flow while helping you create a successful business model. Our software products help thousands of service managers, owner, engineers and office workers every day across many industries.

- **Over 10 million client worksheets, images and industry forms sent annually from ezServiceApp**
- **30% increase in office and on-site work productivity compared to paper-based system**
- **More than £ 7,500 saved per year per every single user**

"Time lost is never found again." ezManagement creates easy data management pathways through complex, time consuming, wasteful and repetitive practices so that TIME (our greatest resource) is not squandered.

If you install, repair and maintain products or services and need an easy to use management system with a great Support team - please contact us. Our dedicated team will be happy to assist you.

BOOK DEMO NOW!

www.ezmanagement.com