



SOLUTION OVERVIEW DATASHEET

# Connected Workplace Field Service Management (FSM)

Efficiently managing a team of field-service technicians is highly complex and comes with challenges. It involves many variables like managing work orders, scheduling and dispatching, tracking skills, tasks, assets, hours, service levels, vehicles, parts, and the list goes on.

Effective Field Service Management (FSM) means your field employees deliver excellent service in every customer interaction. This is important, these interactions are essential to building and sustaining a successful long-term customer relationship.

As the demands and logistics of field service management gets more and more complex, executives are understanding the true value of these customer facing organizations. In fact, more than 83% of executives agree that the service departments play a strategic role in the overall business. (ReachOut)

Legacy, disparate and siloed FSM systems have not kept up with the demands that facilities and field service teams need to deliver exceptional, modern, mobile-first customer service. If you're using outdated legacy FSM solutions, there are business risks including lower field productivity, delays and miscommunications and poor service.

Modern FSM software seamlessly shares information, work scheduling and dispatching with the customer, field technician and service desk.



# FSM is part of Nuvolo's Connected Workplace, with our modern, mobile ready, cloud-based solution.

Give your technicians an easy to use mobile app to track and report their work. Easily dispatch & schedule technicians to customer locations for installation or maintenance on equipment or systems. Enable smart dispatch routing to optimize the experience for call center agents and dispatchers. Automate work order management while keeping track of assets and parts inventory.

Using a rules-based recommendation engine built on a robust mobile application, Nuvolo provides clear prioritization, easy engagement, and efficient completion of work orders.

Nuvolo effortlessly includes FSM as part of our Connected Workplace suite (Maintenance, Space, Projects, Real Estate, Sustainability and OT Cyber Security, built on the ServiceNow platform. Integrations with ERP, parts, financial and procurement systems are simple.

Having a modern, connected field service management capability means you can provide exceptional service to your customers.

### Key Features:

- ➔ Mobile App
- ➔ Full offline database sync
- ➔ Warehouse Management
- ➔ PartsSource Integration
- ➔ Warranties & Contracts
- ➔ Dynamic creation/fulfillment templates
- ➔ Utilization/asset metric-based maintenance
- ➔ Return Goods Authorization
- ➔ Skills & competency management
- ➔ Work order management app
- ➔ Online part ordering and receiving directly from a catalog
- ➔ Hierarchical views of assets
- ➔ Procedure checklists and active knowledge
- ➔ Invoice management and automated invoice generation

