

ServiceNow Field Service Management

The Field Service challenge

Companies offering products and services to their customers and employees will often experience problems that require on-site service from a technician. Limited insight into the equipment's operation or the lack of regular maintenance might be contributing factors. Unfortunately, when customers have issues, customer service or the helpdesk aren't always aligned with field technicians, resulting in multiple internal calls and emails.

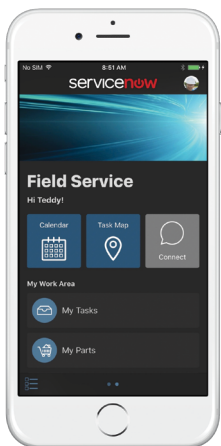
Additional service delays occur when field service technicians don't have the appropriate skills or the right parts for the job. Customers or employees become frustrated when promised fixes aren't made quickly and resort to more calls or emails to customer service or the helpdesk. Meanwhile, management has little insight into field service performance and how to improve productivity. The result is a poor customer or employee experience, potential negative impact on customer loyalty and company revenue, frustration by field service and customer service teams alike, and a lack of overall field service effectiveness.

The ServiceNow solution

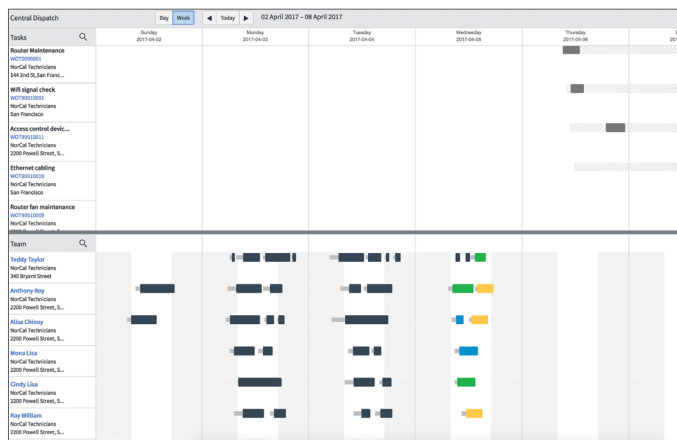
ServiceNow® Field Service Management (FSM) helps companies efficiently manage location-based work tasks. Customers can use online appointment booking to select the date and time most convenient for them. Dynamic Scheduling optimizes the assignment process, basing it upon skill, travel time, priority, and technician's available time. Visual Dispatch additionally allows dispatchers to easily modify work assignments using drag-and-drop. FSM works seamlessly with ServiceNow® Customer Service Management and ServiceNow® IT Service Management to connect customer service and the helpdesk with field service processes.

Technicians can use the mobile interface to quickly collect required information, track the time spent on tasks, and record the customer's signature for acknowledgement of completed work. FSM also includes the ability to plan maintenance, replacing costly and reactive break-fix work with a more proactive approach. Insight into potential failure is possible using ServiceNow® Operational Intelligence and leveraging IoT (Internet of Things).

Managers can easily customize reports and dashboards to gain real-time insight into utilization, capacity, customers and employees requesting work and their locations, and improvement opportunities.



Perform and record work tasks in the field with mobile app



Assign work interactively with Central Dispatch

Create work orders seamlessly

Integrate with ServiceNow Customer Service Management or Incident Management to speed resolution of issues

Give customers control

Allow customers to self-schedule appointments and view work order status from a personalized customer service portal

Plan assignments efficiently

Automate work assignment to technicians, based on their proximity, availability, and the specific parts and skills required

Consolidate inventory and parts management

Leverage the inventory management capabilities of ServiceNow® Asset Management as a single repository for assets in stock and inventory control

Optimize field work with mobile interface

Accept or reject tasks, track travel and work time, use Questionnaires to collect and complete necessary task details, and collect customer signatures acknowledging work completion

Improve insights with reporting and dashboards

Use and customize out-of-box reports and dashboards to gain real-time understanding of utilization, capacity, customers and locations requesting work, and other metrics; integrate with ServiceNow® Financial Planning to track and manage the costs of field services

Make field service a part of your customer service and helpdesk

Field service becomes necessary when a customer or employee experiences a device, equipment, or service issue. FSM is designed to integrate with both ServiceNow® Customer Service Management and ServiceNow® Incident Management, ensuring rapid resolution of incidents no matter where they occur or how they are reported. FSM addresses work orders both simple and complex, from a single task performed by an individual technician to multiple tasks that can be most efficiently completed in a particular sequence by a team. Task dependency relationships can be defined such that one task cannot begin until another task is completed.

Automate work with dynamic scheduling, drag-and-drop visual dispatch, and geo-location

Easy, efficient scheduling is one of the greatest challenges dispatchers face. ServiceNow FSM provides flexible means to schedule and adapt on-the-fly.

Dynamic Scheduling provides an automated means to optimize works assignments. Using it, dispatchers can:

- Assign multiple tasks to different agents at the same time, with the ability to prioritize tasks while assigning
- Automatically un-assign already-assigned tasks to make room for a higher priority task such that the assignment is optimized
- Automatically reassign a task when the technician is incapable of completing the task on time

Offering an alternate means of scheduling, the visual dispatch feature gives dispatchers drag-and-drop work assignment capabilities, so they can assign tasks to technicians, based on their proximity, availability, and the specific skills required to complete them.

Dispatchers can see at-a-glance what times are available for technicians and then drag-and-drop unassigned work onto available times. Dispatchers can automatically select the ideal field service technician and use auto-routing to determine the optimal route for them to service multiple locations.

Dispatchers can also use geo-location tracking to know where field service technicians are and assign and re-assign work based on proximity. They can also use a color-coded SLA map to prioritize or re-prioritize work tasks for field service technicians based on time to breach.

In addition, a dispatch map enables dispatchers to view all open work tasks to understand work distribution and to quickly identify impacted areas. Work tasks can easily be assigned, and assignments can be changed directly from work tasks shown on a map.

Manage available inventory and parts easily

Work tasks leverage the inventory management capability from ServiceNow® Asset Management, so there is a single repository for assets in stock and a standard inventory control process for both asset and FSM processes. Asset Management features such as threshold-based stock replenishment and procurement ensure that parts are always available. Work dispatchers can source parts, reserve them for work tasks, and better schedule when work can be done.

Mobile interface optimized for technicians

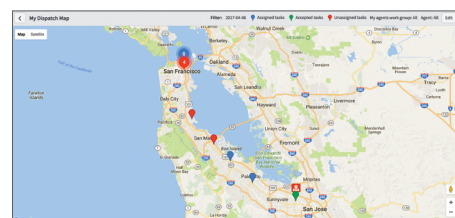
Like all ServiceNow applications, FSM includes a mobile interface. It is designed for busy field service technicians to quickly view and record information. From their supported smartphones and tablets, field service technicians can accept or reject tasks, track travel and

work time, and access the information they need about their schedules.

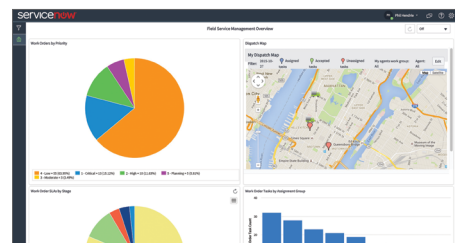
Questionnaires are available to collect and complete necessary task details, such as safety or work completion checklists. When assignments are complete, customers can acknowledge the work with a signature on the technician's mobile device and receive a work order summary by email.

Customized reporting and dashboards

Reports and dashboards can be easily customized to gain real-time insight into utilization, capacity, the customers and locations requesting work, and other key FSM metrics. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Bar charts and pie charts can be generated for visual analysis. Custom dashboards of the gauges and reports of the most important information can also be created. These dashboards can be integrated with ServiceNow® Cost Management to track and better manage the costs of field services, including inventory and travel expenses as well as profitability.



Manage technicians and work based on location



Gain real-time insights with reports and dashboards

