

Transform Your Field Service with a Great Customer Experience

Rapidly Create Multi-Channel Field Service Apps

Ensuring your field agents meet the needs of your customers and provide a first-time fix appointment is paramount to your organization's success, but the applications to support this will need to grow in sophistication and flexibility. Gartner states, "By 2021, more than 75% of field service organizations will employ a mobile application that goes beyond work order debrief and enables technicians to drive customer engagement." But how do you create that level of customer engagement with COTS applications that are designed for basic work orders?

COTS No Longer Cut It

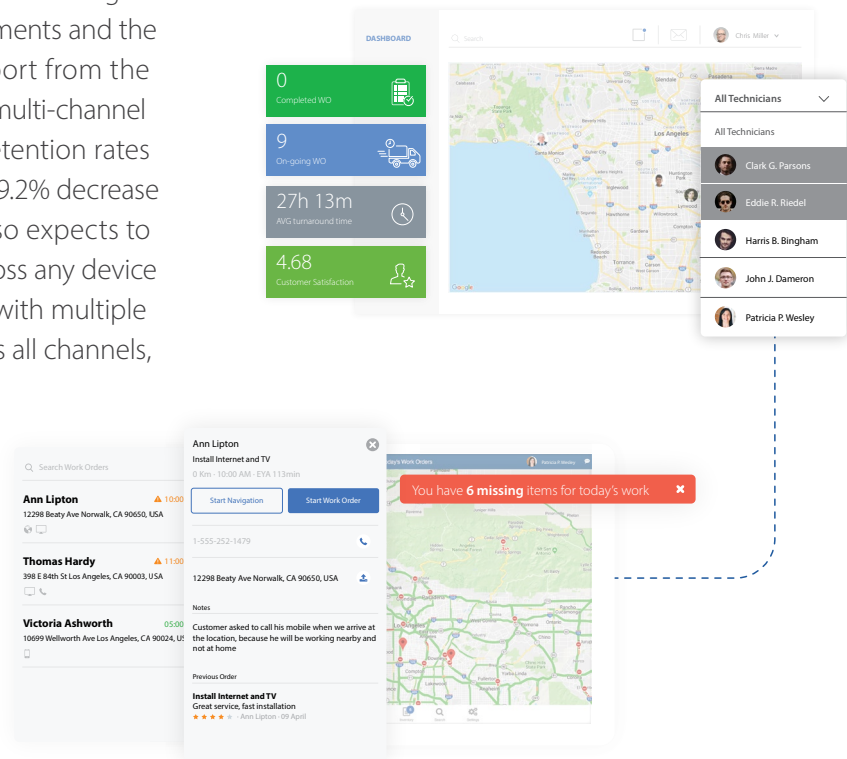
Engaging with your customers across all channels, to better understand their needs is no easy feat. Many of your Commercial Off The Shelf Solutions (COTS) applications have been acquired over time and often act within silos of each other, resulting in your agent not having an accurate 360 view of your customer's needs, significantly impacting their ability to service them correctly. Customer engagement no longer ends once the work order ends. To truly engage your customer, drive satisfaction, increase referrals, and revenue, the conversation must be continuous along the customer lifecycle.



fit-to-purpose Mobile
Inspector **reduces**
inspection times
by 25%

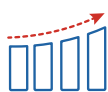
A Fully Integrated Experience Is Key

Best in class field service organizations need to be able to have a fully integrated solution that provides the field and customer service agent with a single source of truth on the customer requirements and the service needs. According to a 2017 report from the Aberdeen Group, companies delivering multi-channel customer interactions improve client retention rates by 13.0% year-over-year, compared to a 9.2% decrease for those that don't. Your field agent also expects to be able to complete the work order across any device within a single application and interact with multiple internal and external stakeholders across all channels, depending on the situation.



A Platform For All Your Field Service Needs

OutSystems low code platform for field service management allows an organization to rapidly deliver multi-channel applications for customers, employees, and contractors on any device and operating systems on a single code base in a matter of weeks regardless of complexity. Using the OutSystems platform allows your customers to engage with your organization how they want and when they want with full visibility into their interactions, for a 360 view of the customer.



Demand
Management



Work Planning



Technician
Enablement



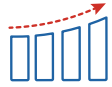
Work Order
Debrief



Operations



Analytics &
Integration



Demand Management

As demand management is central to the success of all other functional areas within your field service management organization, it's critical that you can collect all work order information into one central repository to ensure the success of your field agents. OutSystems low code platform allows you to rapidly create applications such as; Customer portals, field work order apps, field quoting, parts sourcing, triage support, and more. With our open API layer, we can fully integrate into your ERP, ticketing, and support systems, PLM's, etc. to ensure that all data is in a single repository. By ensuring that your agents have complete visibility into the work order, they can accomplish the following:

- Quickly identify the needs of the customer and **resolve work orders** faster driving customer satisfaction.
- Enable technicians to engage with customers by quoting new products and services in the field thus creating **new revenue streams**.
- **Lower costs** by allowing technicians to diagnose and fix work orders remotely.



Work Planning

Work planning is a highly complex and sophisticated part of the field service organization that incorporates systems and processes such as scheduling engines, workforce optimization, ERP, and more. With OutSystems you can create extremely complex workflows, business logic and rules engines behind an application. The ability to do this quickly, and make changes goes above and beyond many of the COTS vendors in the market allowing you to:

- **Quickly adapt to last minute changes** from the customer on their service requests.
- Improve **visibility** into the field agents work progress as well as geographic location reducing the overall travel time between work order locations.
- Allow agents to have the right tools and parts for the **right job at the right time on their device** at the first visit.

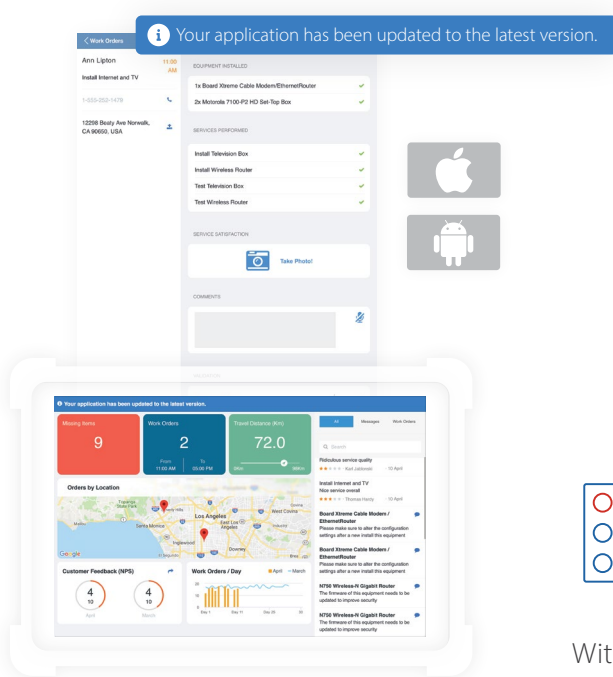


Enable Field Technicians

Having a robust mobile solution to enable your field agents properly is a foundational piece of your field service department. But how do you transition your organization from not just a mobile technician but to a multi-channel one, that has a seamless experience regardless of the device?

With OutSystems, you can create a more engaging experience for technicians by allowing them to:

- Have a **single source of truth across mobile, wearables, and desktop** on any given work order.
- Interface and collaborate with key stakeholders to troubleshoot problems **live on site**.
- Integrate into digital support channels, social media platforms, and any knowledge management systems that are needed.
- Rapidly configure workflow rules and UI components to adjust the user experience for different segments of technicians based on their **job role** or **work order** type.



The Next Generation Work Order Debrief

With OutSystems, you no longer have to use paper-based manual work order debriefs, instead you can use highly intuitive mobile and web applications that allow you to capture work order processes and financials in real-time. With the ability to integrate your applications into native device features such as signature capture, camera, voice to text, annotations in either online or offline mode, your field agent can capture all information regardless of the complexity of the work order or physical location.



Increase Operational Efficiency

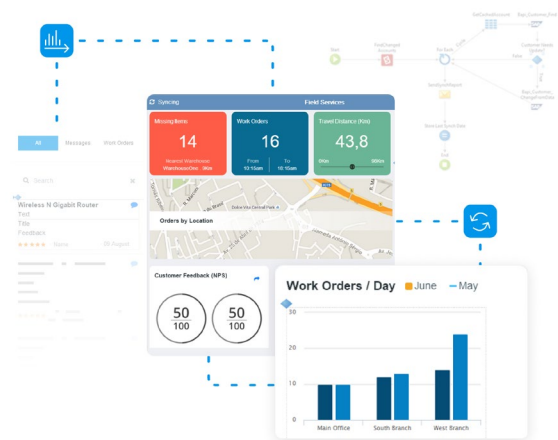
With a need to track hundreds if not thousands of pieces of information related to specific work orders such as asset movements, plans and pricing, volume and type of work and more, it only stands to reason that you need a more flexible system to handle the complexity. Using the OutSystems platform, you can make changes to complex workflow and data logic in a matter of hours, so that you can:

- Adhere to higher tiered SLAs.
- Respond to customer demands in a quick, efficient manner.
- Reduce customer complaints and in turn drive loyalty.
- Reduce billing errors and update billing data in real-time.



Enhanced Analytics To Drive Customer Engagement

Having a 360 view of your customers and the success rate of their service visits can provide critical insights into the success or failure of future visits. With OutSystems not only can you pull data in from your applications and 3rd party data sources but you can either deliver your own custom BI dashboard or integrate with your current off the shelf solution.



OutSystems is the number one platform for low-code rapid application development. Thousands of customers worldwide trust OutSystems as the only solution that combines the power of low-code development with advanced mobile capabilities, enabling visual development of entire application portfolios that easily integrate with existing systems.

www.outsystems.com

55 Thomson Place
2nd Floor
Boston, MA 02210

+1 617 837 6840
info@outsystems.com