

OUTSYSTEMS FOR OPERATIONAL EFFICIENCY

# Accelerate Field Services Productivity

Quickly create custom mobile applications that improve field service quality and efficiency

Companies using well-designed mobile field service applications enjoy a significant competitive advantage over those that don't. By using custom mobile field service applications, enterprises are able to complete more work orders, increase billable time, and improve first-time fix rates significantly.

Source: [Field Service Modernization and the Benefits of No-Code / Low-Code Platforms](#), VDC Research, 2020



47% more work orders per day



19% increase in billable time



6% increase in first-time fix rates

Unfortunately, well-designed mobile field service applications have been beyond the reach of most organizations. Either because they've used commercial off-the-shelf field service management software that limits their ability to customize them for their unique business, or they've lacked access to the specialized developers needed.

## Until now.

With OutSystems you can quickly build custom mobile field service applications that meet the unique needs of your business, using your existing team and skills. Quickly add the features you need, like integrated work order and information management, remote communication and collaboration, and offline data access and reporting, leveraging the speed of visual development and pre-build components and connectors to existing systems and third-party services. Ensure all your apps have enterprise-grade scalability and security while keeping technical debt to a minimum.



**We've seen an annual recurring saving of nearly 250,000 Singapore dollars, based on the productivity improvement across the Quality Excellence team.**

Dawn Wang, Project Manager, Certis



**Our stakeholders were virtually dancing on the table when we launched this. They were amazed that we had delivered such a powerful application in three months. From my perspective, we probably saved a year of development and around €250,000 by using OutSystems.**

Ingo Paas, CIO, Green Cargo

Save time, improve service quality, and increase technician utilization now, by quickly developing and deploying well-designed mobile field service applications.

	BENEFITS	STRATEGIES	HOW OUTSYSTEMS HELPS
	Help technicians do their jobs right the first time by getting them the information and expert help they need when they need it.	<ul style="list-style-type: none"> <li>Securely connect mobile apps to internal knowledgebases.</li> <li>Facilitate remote support and real-time collaboration with colleagues via text, voice, or video.</li> </ul>	<ul style="list-style-type: none"> <li>Leverage over 400 connectors for common apps, databases, and public web services to accelerate time to value.</li> <li>Use pre-built visual patterns and components for common integration and messaging platforms to provide a variety of communication options.</li> </ul>
	Reduce the time your technicians spend switching back and forth between different applications.	<ul style="list-style-type: none"> <li>Simplify access to internal databases and systems of record by providing all essential information on a single pane of glass.</li> </ul>	<ul style="list-style-type: none"> <li>Use built-in identity management, authentication, and role-based access controls to unify logins across applications quickly while ensuring system security.</li> </ul>
	Maximize technician productivity by enabling offline work securely on any mobile device.	<ul style="list-style-type: none"> <li>Ensure offline access to work orders, service histories, and repair instructions.</li> <li>Collect field data, report safety incidents, and record service completions while offline.</li> <li>Synchronize with company systems when back online.</li> </ul>	<ul style="list-style-type: none"> <li>Use pre-built offline synchronization patterns and custom business validation templates to quickly and easily enable offline work.</li> <li>Deploy any mobile application as a progressive web app (PWA) and run it efficiently and securely, offline or online - even on lower-end mobile and BYOD.</li> </ul>
	Eliminate duplicate paper-based processes and simplify data entry.	<ul style="list-style-type: none"> <li>Enable the use of native mobile device capabilities to take photographs, scan barcodes, convert speech to text, and capture IoT sensor data.</li> </ul>	<ul style="list-style-type: none"> <li>Choose from a library of pre-built, reusable components to easily support chatbots, sensors, and native device capabilities like IoT telemetry, OCR, barcode scanning, and customer signature capture.</li> </ul>

With OutSystems, you can quickly create and easily maintain the mobile applications your business needs to accelerate field service productivity.

Learn more about the OutSystems platform  
and how you can get a free trial

Talk to an Expert