



## ENHANCE INDUSTRIAL EQUIPMENT SERVICE DELIVERY WITH FIELDPOINT

At Fieldpoint we are focused on helping our customers achieve optimum results from their field service technology — results that matter and make a positive business impact. It is not just about our product; it's about what our customers can gain, whether it's more productive equipment, highly efficient technicians, or a great customer experience.

The success of your business depends on the strength of your interactions with your customers. Everyone connected to the service delivery of your organization needs to engage in, collaborate on, and have visibility into the business process.

Asset-intensive businesses demand around the clock productivity. Leading manufacturing and equipment businesses invest in Fieldpoint to prevent equipment downtime and maximize productivity with mobile technology and connected devices. Manufacturers and dealers of heavy equipment are finding that the performance of their service and maintenance programs is not only important but can also be a major driver of revenue and profits. Sales margins are no longer the major revenue drivers, as they have gone down based on the competition levels in the industry. There is now a huge focus on recurring revenue via service level agreements and contracts to be the driver of revenue, and enterprises need to make sure they are maintaining their service levels. Integrated service management, mobile field service and inspection software from Fieldpoint can be the key to driving heavy equipment service performance improvements.





## INDUSTRIAL EQUIPMENT INDUSTRY

The industrial equipment repair and maintenance industry has seen considerable growth over the last decade and will see a steady climb in years to come. In 2009, the industry was at its lowest point, worth just \$23.91 billion, however, it has rebounded and is worth over \$35.88 billion today. Customers today are demanding more from their service providers, as the growing interest in break/fix repairs, preventative maintenance contracts and service level agreements has driven the industry towards responsive field service software.

Meanwhile, those conducting industrial equipment maintenance need greater visibility into service history on pieces of equipment, along with the ability to track usage and warranty on parts and equipment. They also require a work order management system that is automated for different required service agreements. And by extending this visibility into the field, technicians are needing mobile devices that empower them on the job site, giving them real-time visibility into the history, inventory and work order system that will make their job easier.

# Protect and Enhance Customer Relationships Through Greater Service History Visibility

No matter if it's an excavator, front loader or any kind of heavy machinery, tracking the equipment's history can help be a deterrent of unwanted downtimes. As equipment ages or is used in the field, the likelihood of a repair or regular service becomes apparent. The main cause of unscheduled downtime is aging equipment, followed by operator error and lack of time to perform maintenance. Over the course of a machine's lifecycle, repairs and maintenance are conducted, either on an emergency basis or as part of a recurring preventative maintenance agreement.

Tracking those repairs can be the difference in faster first-time fix rates in future repairs or give technicians valuable insight into past problems with equipment. This is providing technicians have access to the historic work orders to review. But having those work orders stored in filing cabinets or on spreadsheets without all available information doesn't make them accessible to technician in the field about to head onto a job site to conduct maintenance. It also makes it difficult to pin-point problems to each specific piece of equipment, especially when work orders encompass multiple tasks or equipment on a single work order.

"That whole workflow process makes sure things don't fall through the cracks like they did historically. The technician on the mobile field service app writes in one of the note fields what needs to be quoted and they check off a box labeled 'Quote Requested', which in turn, starts this whole workflow process."

— **Brian Donahoe**, Information Technology Manager with Kraft Power



## HOW FIELDPOINT HELPS

Fieldpoint gives instant visibility into the history of all equipment and makes it accessible from the field through the field service mobile app. Through the work order management system, all repairs performed are tracked and kept for historical records, down to each specific piece of equipment. Technicians can track the history of individual pieces of equipment which can assist in future repairs, while also preventing possible revenue leakage through unexpected downtimes, help forecast equipment or parts replacements, or offer opportunities to upsell new equipment.

With field service software, track equipment usage for hours in service, or distance travelled, which coincides with maintenance agreements. Through greater visibility into equipment and assets, protect your customers from unwanted and potentially costly downtimes, manage equipment rentals and track the location of all your asset in the field for when potential substitutions need to occur, all from within a single portal.



# Increase Revenue and Drive Profits with Maintenance Contracts

Maintenance contracts are the main source of revenue for most industrial equipment service organizations. Of the types of maintenance plans available, the most popular is the preventive maintenance plan, where recurring work is done to service machinery to keep them working at peak efficiency, eliminating as many untimely downtimes as possible. These preventive plans can be structured based on intervals of time, such as monthly or quarterly, seasonal or the usage of the equipment in the field, such as hours in service.

Some customers have reactive maintenance plans and wait for equipment to fail before having any maintenance work completed, while predictive maintenance plans, structured around Internet of Things (IoT) sensor technology is becoming the future of field service. Whichever plan a customer selects, ensuring you don't miss a service call is of utmost importance, especially consider the plan is to avoid unnecessary downtimes.



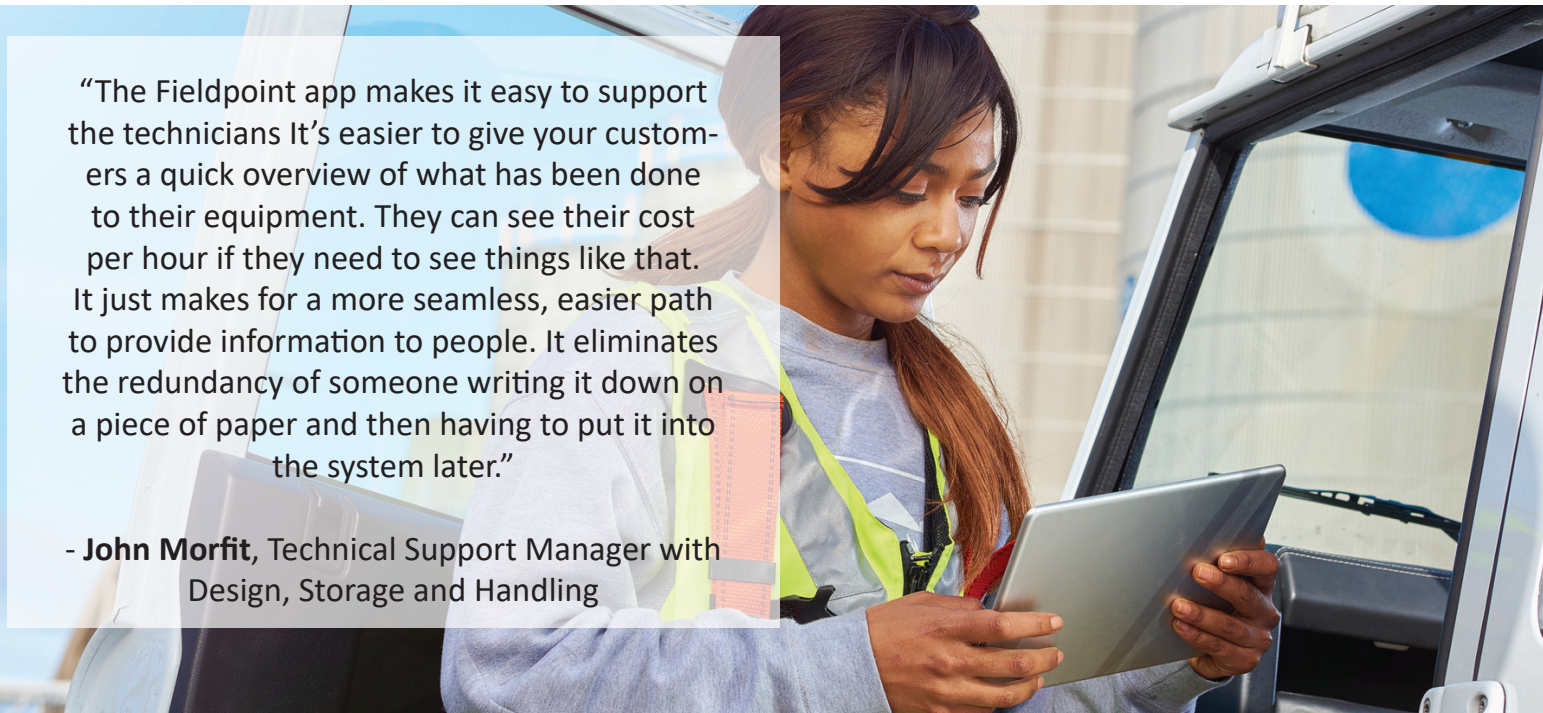
## HOW FIELDPOINT HELPS

Fieldpoint's contract module will ensure you never miss a scheduled service call, keeping your customers satisfied, with fully automated work order creation. Contracts can be built in Fieldpoint and work order templates for recurring service can be designed for quick work order creation. Checklists and parts can be automatically attached to specific work orders as well. Increase revenue by offering maintenance agreements and drive profit with contract renewals by preventing warranty leakage with a fully customizable and automated preventative maintenance plan.

# Your Technician Productivity Has Never Been Better Now That Your Field Service is Mobile

For the industrial equipment service industry, mobility is the key to giving real-time visibility to your technicians, while offering that same visibility to your head office into the progress of a work order. For quicker processing of work orders, which leads to faster invoicing times, mobile field service apps are giving technicians in the field the ability to do their job and submit work orders without the time-consuming manual paper work to complete. Mobility allows for technicians to see the service history of specific equipment by scanning a barcode that will bring up all the maintenance completed on equipment and parts. This ensures that the information inputted by the technician during the service call also gets logged directly to the specific piece of equipment with any chance of errors or missed information.

When completing calibrations of machinery, compliance reports or for recurring maintenance inspections, technicians can follow pre-designed checklists to ensure each task is completed and not part of the report is missed. Checklists can be attached to the work order to help streamline the tasks needed to be completed and keep standards high and become part of the service history for equipment that can be accessible for any future inquiries.



“The Fieldpoint app makes it easy to support the technicians. It’s easier to give your customers a quick overview of what has been done to their equipment. They can see their cost per hour if they need to see things like that. It just makes for a more seamless, easier path to provide information to people. It eliminates the redundancy of someone writing it down on a piece of paper and then having to put it into the system later.”

- **John Morfit**, Technical Support Manager with Design, Storage and Handling

## HOW FIELDPOINT HELPS

Fieldpoint offers advanced functionality with our mobile field service app, designed to track everything your technicians do in the field through real-time work order management. With the mobile field service app, technicians can complete work orders faster, reduce their administration time, and move on to the next job site, increasing their daily work capacity, which increases profits. Technicians have access to quoting functionality to create quotes for new service or upsell opportunities through the mobile app. And with complete access to service history, technicians can diagnosis problems faster, and improve first-time fix rates.

Fieldpoint’s checklist designer allows service administrators to build checklists for any kind of equipment repair. With smart questions and required answers, technicians must complete each item on the checklist before closing the call, ensuring every task is completed and standards remain high.



# What Measures Would You Take To Increase Your Company's Revenue and Increase Your Customer Base?

There are undeniable advantages of using Fieldpoint's field service software to increase the efficiency of equipment service requests and evolve service delivery from a manual and time-consuming structure, to one that is service and customer experience oriented. The biggest question that you would be asking yourself is what level of automation and change would you be willing to implement internally? Start with our field service software to power your service delivery and manage the maintenance contracts that will be driving your revenue forward. Give your technicians the tools to enhance their ability to deliver exception service and meet the demands of your customers while delivering exceptionally high-standard service.



## OUR STORY

Fieldpoint Service Applications is a developer of field service software and project job costing applications. Our specialized integration with CRM, ERP and accounting systems provide our customers with enterprise visibility while streamlining sales and service operations. With over 25 years of experience, hundreds of valued customers in several verticals, and a solid network of reselling partners, Fieldpoint enables service organizations to run leaner, smarter and more profitably.

## CONTACT US

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