

Mobile Solution to  
Optimize Operations  
and Build Your  
Business

FIELD SERVICE  
PRODUCTIVITY



# VARUNA

## Basic Goals Productive & Efficient

**Field services organizations (FSOs) uniquely need mobility solutions to keep their travelling employees connected, productive and efficient whether they focus on appliance repair, audit control, insurance adjusting, automotive/heavy equipment repair, building maintenance/HVAC, or other commercial and residential services.**

*With the objective to stay in touch and in the know regardless of where they are, employees in the field are taking advantage of today's advanced technology to modernize and transform the way they work.*

*In fact, about 75% of FSOs that use mobility tools have observed increased employee productivity, while the rest have seen customer satisfaction rates rise.\**

*Equipped with the right mobile devices and integrated applications, field service workers can deliver better quality and speed of service and increase productivity. They can stay updated on the latest information in real-time, consult with remote colleagues and enjoy the same access that in-office employees have to back-office systems, such as inventory systems, time tracking, scheduling and reporting. IT can easily manage and monitor all the company's mobile devices. Supervisors in the office can aggregate and analyze the digital data uploaded from the field and use those insights to identify and address service bottlenecks and unexpected downtime.*



## Question 1:

### What are the biggest challenges to productivity that field services workers face today?

**Although “field services” can encompass a lot of different industries and businesses, they all have one thing in common—the goal to provide efficient service to complete the job, receive payment and move on to the next customer. That’s the key to staying in business, and today that requires a high level of productivity.**

*The most common challenge that can hold FSOs back is getting accurate information to headquarters in a timely manner so the customer can be invoiced.*

*Everything a field services worker does needs to be documented. Having to rely on manual processes for reporting, billing, tracking hours and so on can lead to human error and inaccuracies—especially if the worker must go back to the office at the end of the day to enter those notes into the system.*

*This prolongs the process of invoicing and could mean waiting weeks to receive payments. Other challenges to productivity include:*

**Lack of visibility into the critical job and customer information**—*To get the job done in as few visits as possible and with minimal rework, field services workers need access to real-time information such as schematics, parts inventories, warranties, service agreements and service histories. With online access to inventory, for example, technicians can verify in seconds whether they have the right part on their truck instead of having to physically go and check.*

*They can access repair databases on a device to get the information they need to complete the job right then. Finishing jobs in fewer visits means lower costs and higher customer satisfaction.*

### **Ineffective communication and collaboration :**

Field service workers need to be able to communicate with colleagues and HQ in real-time, just as if they were in the office, so they can make faster, more informed decisions and take care of business issues immediately while onsite with customers.

Having remote access to engineers or other specialists in real-time while on the job can benefit less-experienced workers and help them complete jobs faster and more proficiently.

### **Mismanaged dispatch and field assignment schedules :**

FSOs need to be able to schedule appointments and assign field service employees to jobs quickly and easily. Having the right application on mobile devices can help supervisors efficiently schedule appointments based on locations, organize timelines and send the right worker to the right job.

**89%**

**of customers want to see modern, on-demand technology applied to their technician scheduling, and nearly as many customers would be willing to pay a premium for it**

### **Lack of visibility into field service worker locations—**

Not knowing where your people are can result in inefficient route planning and job assignments.

When workers can be tracked in real-time throughout the day, FSOs can optimize delivery routes, alert workers to other delays, and more which can help reduce downtime and make customer service more efficient.

### **Security and data protection risks—**

Paper-based files can be lost which makes customer data vulnerable. With the right applications on secure mobile devices, systems can be locked down or wiped remotely in the event of device loss or theft. That increases overall security and gives peace of mind to field service workers.

### **INSURANCE SERVICES**

Claims adjusters are usually in the field, serving as the face of their company and responding to claims on site.

They need mobile devices and applications that can keep information and customer data at their fingertips.

Mobile claims and appraisal applications allow adjusters to enter data on the spot and make immediate decisions, often resolving claims during a single visit. Reporting is simplified with connected tablets and laptops that are integrated with back-office systems.



## 2

**Question 2 :****What are the most important, must-have mobile capabilities for field service workers?**

FSO's were among the earliest adopters of mobile devices because they recognized the value of giving field service workers digital access to information. As technology improves, these organizations continue to find innovative ways to use mobile devices. New software and hardware features are enabling capabilities that require more flexibility in operating systems, for instance, and platforms.

Mobile solutions that give field workers access to critical information can significantly improve productivity, including customer account and warranty information, parts availability, service records, and equipment status and performance. They also need mobile-friendly applications that help them accomplish specific tasks.

**Work order management :**

Eliminate manual paperwork and reduce the potential for human error for more accurate and timely invoicing.

**Inventory management :**

See in real time what parts are available during a service call.

**Work Offline :**

Most of the time, it takes place in areas with little or no internet connection. With offline capabilities, mobile workers can download customer information in advance and sync when they catch a connection after completing the task.

**Scheduling :**

Make appointments efficiently and in a manner that allows each field service worker to maximize their time and resources.

**How to Fix**

Ensure technicians have useful resources for more complex cases such as knowledge articles and video tutorials found in their practice

**Proof of service :**

Minimize the need for manual paperwork and send job data to the back office immediately. Including service digital forms, bills and collections.

**Reporting and analytics :**

Track worker productivity, time spent at each job, common issues experienced by technicians and more for easy reporting and insight into workflows and bottlenecks.



## Question 3 :

# What's next for field service mobility and productivity? What technologies or functionalities are becoming more vital to success?

# 3

Technology is advancing rapidly and that means digital mobility and productivity solutions are too. FSOs should be looking forward to what's next so they can take advantage of the latest innovations designed to simplify and streamline their work. The following technologies are launching a new era of mobile productivity:

### Cloud-based applications:

The cloud is a natural fit for field service, because technicians are out of the office and need to access applications and information from a wide variety of locations. When applications are cloud-based, deployment is faster and upgrading the software is easier. The cloud also makes it easy to upload data from wherever a technician is located, instead of having to wait to get it into the system when they're back at the office.

### Integrations:

Advanced field services solutions are connecting previously siloed systems, such as knowledge management, billing and invoicing, customer relationship management (CRM) systems, inventory management, scheduling, dispatch, and soon. When these systems are integrated, technicians have access to an enormous amount of information that can help keep them flexible and responsive when they're on site..

### Wearables:

Devices such as fitness trackers have made wearables very popular with consumers, and that technology is beginning to become more sought after on the job as well. Wearables can benefit field service workers who need hands-free use of their devices for tasks. Some technicians are using "smart glasses," for instance, that deliver detailed instructions or task lists. Others are using wearable cameras to give HQ personnel or colleagues a view of their on-site work. As this technology matures, the industry will see a new level of innovative uses.

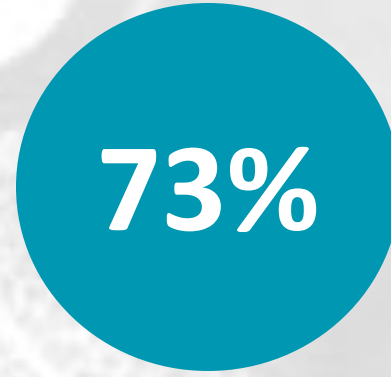
### Augmented reality (AR):

AR is part of what enables those smart glasses mentioned above. AR allows users to project important data such as schematics onto their view of equipment that needs servicing. It can also provide blueprints of a building, for instance, to a technician who is doing an inspection.



## Internet of Things :

FSOs have used remote monitoring solutions to keep track of equipment and other remote assets for a long time, but the IoT continues to advance and enable more sophisticated capabilities. Through continuous monitoring, field service workers can do preventive maintenance to head off a potential equipment failure—or repair a customer’s equipment remotely before the customer even realizes there’s a problem. The IoT also helps technicians be more accurate in remote troubleshooting and diagnostics. That can lead to significantly improved rates of remote resolution, first-time fixes and mean time to repair—which results in happier customers and more efficient service overall.

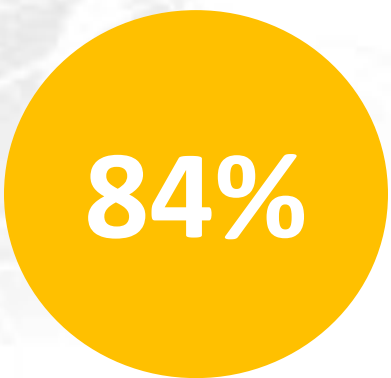


**of field management firms have already incorporated the IoT into their operations**

## Artificial intelligence (AI) :

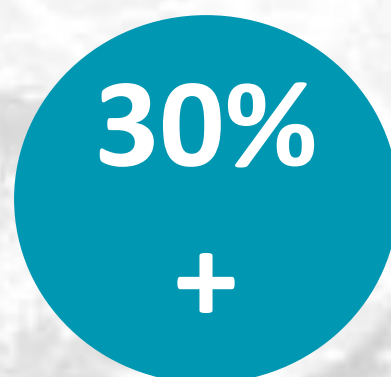
Along with the IoT, AI is becoming a critical component in advanced field data analytics and predictive service models. With AI, FSOs can parse massive volumes of data quickly and efficiently to identify patterns, gain insights into issues, pinpoint potential equipment problems, find new customer opportunities and streamline processes. AI can also help organizations find innovative ways to reduce costs, create new revenue streams, and attract and retain loyal customers.

**FSOs believe AI will have the most impact on improving customer satisfaction (84%) within their organization.**



## Customer portals and self-service:

FSOs can improve efficiency and productivity with customer portals and self-service capabilities. Customers can self-manage minor support issues online so there’s no need to send a technician to their location. With portals, customers can also make service appointments, send in questions or complaints, order parts, and do other tasks that leave customer service representatives free to tackle more complex issues and even eliminate the need for a technician in some cases.



**The combination of mobility and AI improves field service agent productivity by 30% to 40%**

# VARUNA

## Question 4 :

### Why VARUNA ?

*Varuna developed for fast and accurate digitalization in field of service management. Take your entire service network to another dimension, provide fast returns with its infrastructure and methodology*

*Varuna works on a HpaPaaS low code platform. That enables rapid application development in the cloud, implementation and deployment. We digitize the platform and analytical functions business processes end-to-end.*

# 4

#### **Scale-independent Usage**

*Varuna offers services regardless of company size. Deploy the solution quickly with its user-friendly features and support documents. Lighten your workload by identifying functions specific to your business processes, get lean.*

#### **Speed & Efficiency**

Establish an instant communication network with Varuna, which combines mobile and field processes on a single platform. Prevent business interruptions by taking quick action against sudden changes. Increase speed and efficiency with a systematic business structure and directions for field personnel and get a rising tract in customer satisfaction.

#### **Project Management**

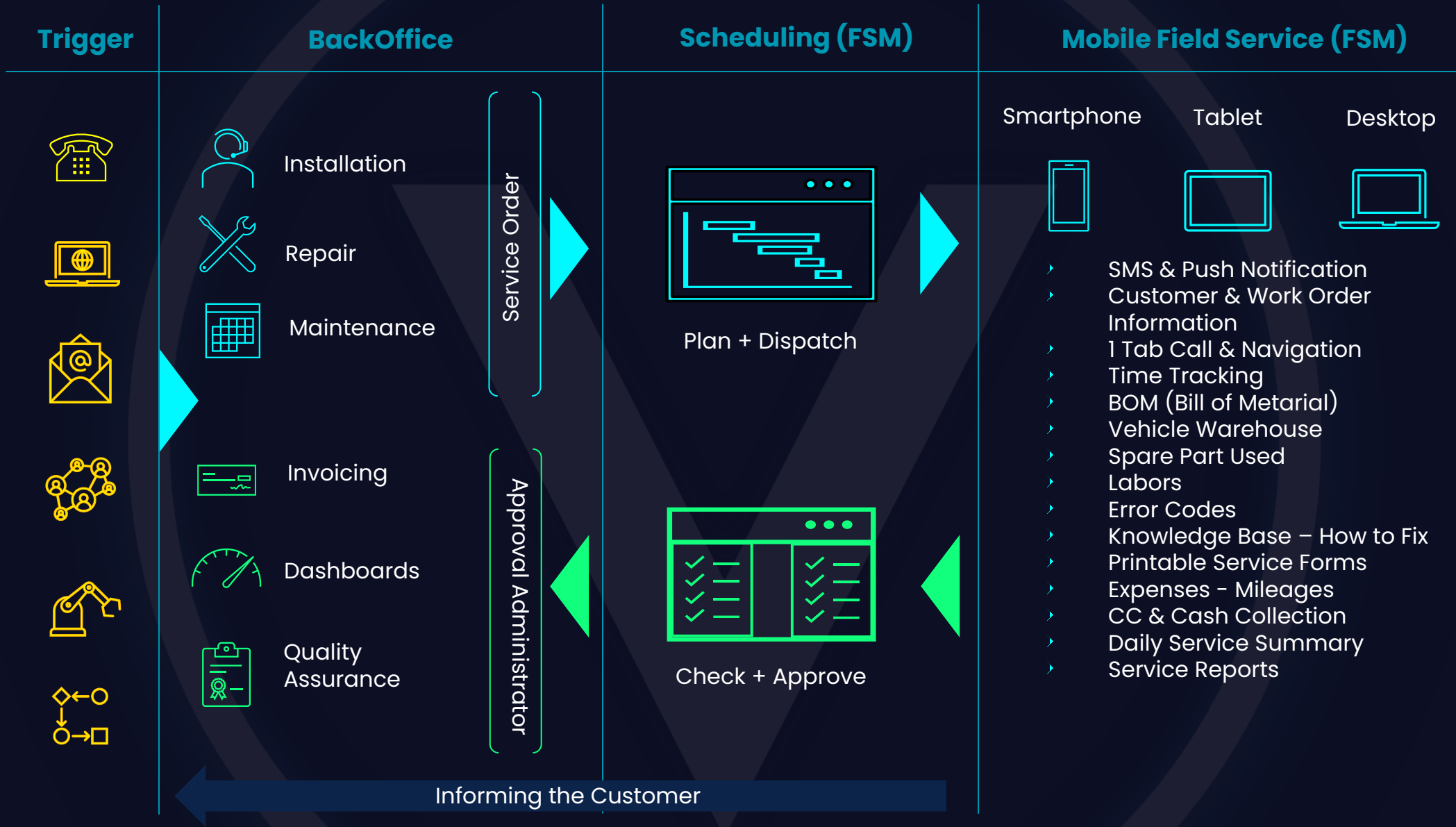
Univera's professional service and project management system is at your service to ensure maximum efficiency from Varuna solutions. Experience the consultancy and internationally accepted project management steps of our professional team.





# VARUNA

## Field Service Management Workflow



Going paperless could be simpler than you think – contact us to find out how.



# VARUNA

## Welcome to Possible

---

Experience a live customized demo, get answers to your specific questions, and find out why Varuna is the right choice for your organization.

[Request a Demo](#)

 [info@varunasolution.com](mailto:info@varunasolution.com)

 [www.varunasolution.com](http://www.varunasolution.com)

