

THE SIX KEY CHALLENGES OF MANAGING A FIELD SERVICE ORGANISATION



THERE ARE MANY TYPES OF FIELD SERVICE ORGANISATIONS...



Facilities
Management



Domestic
Appliance Repairs



Commercial Equipment
Maintenance



Technology
Support



Delivery &
Installation



Inspections &
Professional Services

...But they all face a common
set of challenges

CHALLENGE ONE:

OPTIMISING RESOURCE PLANNING

How do you take all of the factors into consideration?



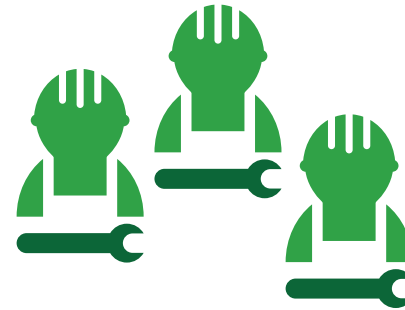
Many people all with different skills and qualifications

x



A range of **tools, parts and vehicles** to support your people in the field

x



Many jobs of **different type** and duration

x



Work spreading over **multiple locations**

You rely on the technology to calculate every permutation and create the optimum schedule of works.

2

CHALLENGE TWO: MAKING & KEEPING APPOINTMENTS

How do you ensure you meet customer expectations?



You use technology to link this all together and ensure that every appointment offered is the most efficient and cost effective for your business.

3

CHALLENGE THREE: WORK OPTIMISATION

How do you maximise the number of jobs performed each day?

You use route optimisation to **minimise travel and increase the number of jobs** undertaken



Minimising travel time and associated cost

You use technology that not only considers point-to-point distance between locations, but actual travel distance and projected travel time.

4

CHALLENGE FOUR: MOBILE WORKFORCE

How do you improve front-line service delivery?



How do you ensure your field workers are **knowledgeable about the customer** they are seeing and the service they are delivering?



How do you ensure they spend **more time delivering customer service** and less time driving or managing paperwork?



How do you ensure they **manage exceptions** such as job variations, no-access visits and follow-ups?

You equip your field staff with mobile applications that allow them to eliminate time consuming administration and focus on core revenue generating activities.

5

CHALLENGE FIVE: REAL-TIME TRACKING & DYNAMIC SCHEDULING

How do you monitor field based activity
and manage the emerging day?



How do you know which jobs have
been completed, are in progress,
or likely to overrun?



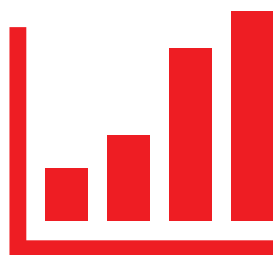
How do you manage rescheduled
work to ensure customer
commitments are met?

You use mobile applications and scheduling technology
to connect your remote staff with the office, to take the
emerging day in your stride.

CHALLENGE SIX:

ANALYSING & CONTINUOUS IMPROVEMENT

How do you track, learn and improve your field service organisation?



How do you track your performance against KPIs?



How do you analyse capability against demand to identify root causes of performance failings?



How do you action this insight to effect continuous improvement?

You use technology to provide a detailed understanding of what is happening in your field service organisation, why it is happening, and how to improve upon it.

THERE ARE MANY TYPES OF FIELD SERVICE ORGANISATIONS...

Schedule & Plan

- Define People & Skills
- Define Equipment
- Resource Optimisation
- Route Planning
- Dynamically Scheduling

Track & Manage

- Real-Time Progress Tracking
- Location Services
- Automated Follow-up
- Real-Time Job Allocation
- Accurate Information
- Online Job Capture

Analyse

- Productivity By Team
- Jobs Completed
- Utilisation of Resource
- Key Performance Indicators
- Cost Analysis
- Customer Satisfaction

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