

THE PATH TO EFFICIENT CUSTOMER SERVICE DELIVERY

SERVICE REQUEST

Troubleshooting • Warranty Check • Payments
Contract SLA's • Job Raised • Call Overflow
Planned • Reactive • Complete Managed Service

'Can I help?'

Simple troubleshooting can significantly reduce call outs and increase service levels

24/7
we're here when you need us most



...massive efficiency improvements
Ferrol

WORKFORCE SCHEDULING

Resource Skills • Parts • Location • ETA • SLA's • Holiday
Automated Dynamic Scheduling

2 extra jobs per engineer per day

Lantec



FIRST TIME FIX

Get the right resource with the right skills, the right parts onboard, in the right area to the job at the best time

WORKFLOWS

Message Sent to Device • Job Received • Job Accepted
Job Added to Route • Resource Live Status
Dedicated Workflows • Safety Checks

£10,080
average fuel saving per engineer per annum



...this seamless, paperless solution is essential

Kier Group

TRACKING

Automatic Departure & Arrival Times • Real-time Updates
Full Visibility • Verification of PDA Data
Fleet Maintenance Intervals

35.5%
reduction in average job miles

Central Auto Supplies

11% of profits reinvested each year in research and development

Productivity increased within the first six months by more than **33%**

COMPLETE TASK

Complete Fix or Order Parts • Reschedule Job
Customer Signature • Photo Evidence • Close Job



25,000
litres of fuel saved per month

Worcester Bosch

CLOSE SERVICE REQUEST

Full Audit of Job • Raise Invoice • Real-time & Historical Reports • Analyse Performance • Improve Service

12:1 ROI
through faster customer fixes

Northgate Managed Services



BENEFITS OF AGILE, SINGLE PLATFORM MOBILE WORKFORCE MANAGEMENT

- INCREASED PRODUCTIVITY • IMPROVED CUSTOMER SERVICE • LIVE REAL-TIME DATA
- EFFICIENT, OPTIMISED SCHEDULING • REDUCE PAPERWORK • INCREASED SECURITY
- SAVE FUEL, REDUCE WASTED MILEAGE • IMPROVE RESPONSE RATES • COMPLETE VISIBILITY
- IMPROVE CUSTOMER RETENTION • INCREASE FIRST TIME FIX RATE • LOW COST OF OWNERSHIP
- EFFECTIVE COMMUNICATION • END TO END AUDIT FROM INITIAL CALL TO INVOICE
- FULL INTEGRATION WITH EXISTING SYSTEMS



Optimatics - Smarter Mobile Workforce Management

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