

COMARCH

FEATURES

COMARCH FIELD SERVICE MANAGEMENT



Integrated business planning in service organizations becomes even more crucial in terms of increased competition and more demanding customers. To achieve optimal results in service management, all employees involved in the service delivery process should be equipped with the appropriate tools enabling them to collaborate effectively. With enhanced communication, automated routine tasks, and limited ad hoc service orders, workers are able to focus on more complex issues, improving business performance and service quality. To facilitate this, Comarch provides end to end field service management software designed to support field service activities at each step. With Comarch Field Service Management (FSM) features, staffing, managing and enabling field tasks are simplified. As a result, the entire company benefits from effective planning and scheduling, maximized performance and improved customer satisfaction.



EFFECTIVE PLANNING AND SCHEDULING

With numerous service requirements and many clients in different regions, field work management may be quite challenging, especially when your company encounters unexpected events such as work order volatility, cancelled appointments, employee unavailability or insufficient internal resources. In these situations, assigning tasks to appropriately qualified technicians becomes extremely difficult, and it requires much more effort to deliver outstanding customer service. With field service scheduling software, these challenges may be simplified thanks to process automation and optimization.

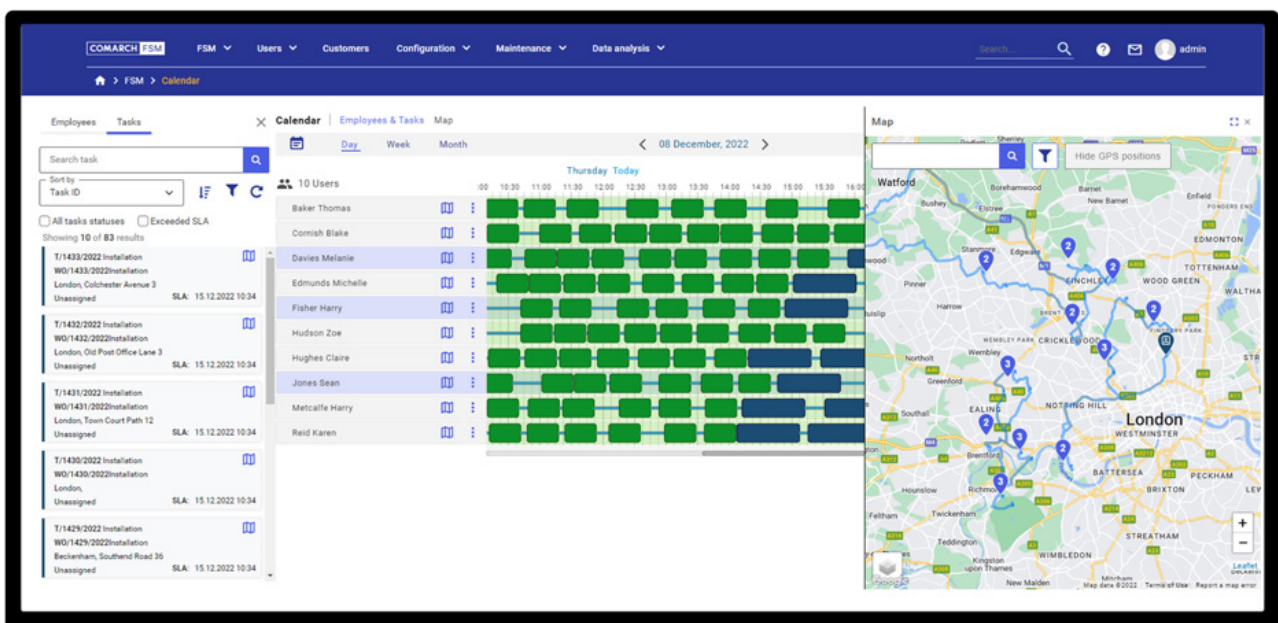
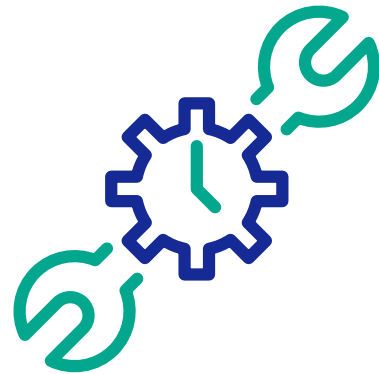


AUTOMATED DISPATCHING

Field service scheduling options enable you to fully **optimize your mobile workers' calendars in real time**. Task assignment is simplified with the automated dispatching option, based on each technician's skillset, availability and current location. With field service scheduling software, incoming requests are assigned to qualified technicians near the customer location. With data collection in the geographic information system [GIS], field workers' routes to clients' destinations are optimized, so driving time and costs are minimized.

TIME MANAGEMENT

With an easy to read calendar you have **access to field service workers' schedules and work order details in one place**. You see their daily, weekly or monthly schedule and all the assigned tasks. Technicians' work time is registered, and details about task execution are updated in real time. If any changes are necessary, you can re-plan the tasks with the drag and drop option in field service scheduling software and change the assigned technician.





MOBILE FIELD SERVICE TRACKING

Task execution by field service staff should adhere to the plans. Real-time tracking helps you **control each task's status and react when needed**. With FSM software and GPS integration you are tracking where your remote workers are, when they are available, and what problems arise. When cancellations or delays occur, you can use the easy rescheduling option to manage the changes and maintain a high level of service quality.

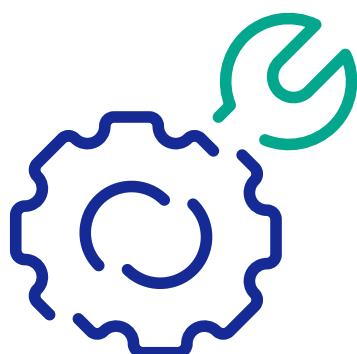
ZERO-TOUCH WORKFORCE MANAGEMENT

Dynamically changing plans, an unpredictable number of new work orders and a high number of employees requires a high degree of automation using workforce management software. With Comarch FSM, you can receive many work orders via API, and assign them optimally with absolutely no user involvement. AI FSM software takes care of **end to end schedule optimization**, taking into account historical data, and real-time maintenance and task events. You can dynamically update schedules based on all available data on tasks, technician availability and skills, route planning and optimization, and scheduled/ad hoc maintenance requirements.



PROACTIVE MAINTENANCE

Equipment maintenance planning in field service companies normally takes hours. You need to know what the parts are, and when and where they should be serviced. Even if tasks for technicians are scheduled, unplanned or emergency repairs may be required, and the plan will need immediate changes. All failures and changes result in unnecessary costs for you and your client. To manage maintenance challenges, you need data-driven field service software that helps you automate your work and optimize schedules, and which informs you about possible future failures. As a result, you will reduce repair-related costs, show your clients that you meet equipment maintenance agreements, and ensure their business continuity without unnecessary downtime.



CORRECTIVE MAINTENANCE

Some appliances can continue their work even after a breakdown (for example, thanks to the redundancy of their components). Even if one part is broken, the whole module can continue working using other operating parts, but offering limited efficiency. With a field service maintenance module, you can gather all monitoring data and compare this information with desired or existing values. **All deviations can be automatically detected and reported as new maintenance tasks**, thus saving time and money by preventing failure in more expensive hardware protected by the damaged equipment.

PREVENTIVE MAINTENANCE

To avoid unexpected breakdowns and associated downtime and costs in field service companies, equipment requires replacement parts and periodical inspections. Each machine or part provided by the manufacturer has a recommended date and time for such activity. With such data and a preventive maintenance module, you can **easily plan service appointments automatically and avoid more expensive repairs**. It is especially helpful in the case recurring tasks such as periodical inspections to meet the terms of the manufacturer's warranty. By shifting all this responsibility to Comarch FSM, you do not have to remember about such tasks. The Preventive Maintenance module will take care of them and dispatch a technician at the right time to prevent the equipment from breaking down. Thanks to that, you can also extend the life of assets, and in consequence increase overall efficiency and ensure uninterrupted productivity. As a result, you benefit from **reduced maintenance costs and save time on planning schedules for technicians**.



PREDICTIVE MAINTENANCE

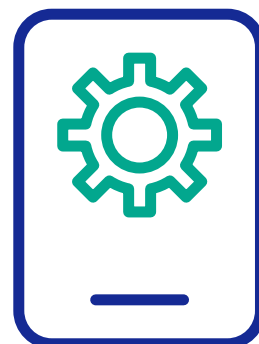
Comarch FSM, supported by proprietary analytical tools, enables even more proactive issue resolution by field service staff. The built-in **AI/ML maintenance engine** supported with historical data and information collected in real time can trigger actions to prevent potential issues. Additionally, your assets can be retrofitted with IoT sensors to monitor different parameters (such as liquid, temperature, weather, dust, and humidity levels), and predict or eliminate the risk of equipment malfunction or shortage of material. As data processing takes place in real time, technicians can receive notifications on mobile devices about problems and react immediately, so business operations can continue uninterrupted, **the cost of repairs can be minimized, and new equipment purchases may become unnecessary**.

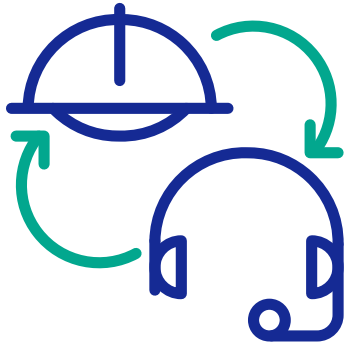
MOBILE WORKFORCE MANAGEMENT

Managing a mobile workforce requires the smooth flow of information between dispatchers and technicians in the field. Field staff need access to the right information at the right time to manage tasks and satisfy customers. If a service visit is to be efficient, the field service professional needs important details about the task and the customer. The dispatcher is responsible for providing the information and controlling the service delivery process. To ensure high quality customer experience in the long term, there is also a need to keep repair history and documentation, enabling the resolution of future issues.

WORKFORCE MANAGEMENT MOBILE APP

Comarch Field Service Management mobile app enables technicians to access work order data, no matter where they are. The app, available on **Android and iOS**, fully supports communication between members of the field service team. With **offline synchronization capabilities**, Comarch FSM mobile app facilitates gathering **digital signatures**, collecting attachments (photos, videos), adding technicians' comments about tasks, and creating completion reports that may be sent to the customer automatically.



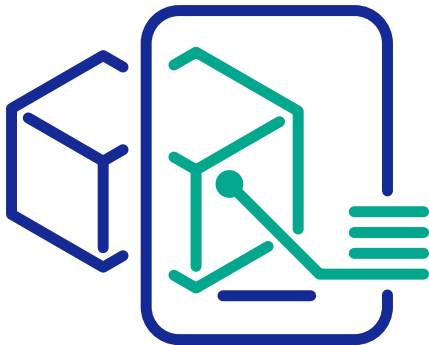


TECHNICIAN AND DISPATCHER COOPERATION

Efficient mobile workforce management is possible only when **technicians and back-office employees communicate effectively**. Comarch FSM mobile app allows the immediate exchange of information, including work order details, customer repair history, and changes in the schedule. Within minutes, technicians know what should be fixed, where to go and what piece of equipment will be needed on site. Even if technicians need to handle more complex issues, Comarch FSM app lets them exchange information with the dispatcher, using the chat feature and photographs sent in real time.

PRODUCTIVE WORKFORCE MANAGEMENT

With great collaboration comes an **increased number of tasks completed per day**. The well-informed technician is able to manage tasks more efficiently. Field service professionals have access to task details and data about the previous visits. As a result, **each repair is diagnosed faster and may be carried out more efficiently**. Technicians are able to fix equipment during the first visit. This leads to reduced total service costs, and the ability to assign more tasks to field service employees. All these field service app features facilitate your field service management and lead to higher satisfaction of your clients.



AUGMENTED REALITY

AR widens the opportunities for remote workers, especially in terms of training, supporting them in the field with remote expertise and operation instructions, without overwhelming them with information. Comarch FSM mobile app allows workers to **access a knowledge base by simply locating the QR code attached to equipment** and analyzing a context summary of the device. Once the technician has clicked on the visible pop-up, **the app shows all information and documents related to the equipment**, such as status attributes and document links.

SMART GLASSES

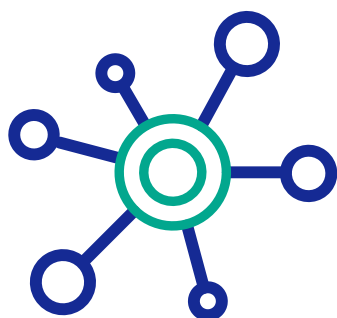
The Comarch FSM app for Microsoft HoloLens offers device-based and hologram mode. The first **allows the worker to locate and interact with a real equipment**, follow the suggested steps to repair it, and even record it, which helps when working on site. The latter enables **working with equipment in the form of a virtual object**, which can be useful in training new employees. Both options give workers the possibility to use a knowledge base, play videos with instructions, and record work steps for their colleagues – all managed hands-free thanks to voice instructions.





DATA INTEGRATION, REPORTING AND FORECASTING

Delivering outstanding service to clients requires constant analysis of the processes. That is why appropriate data collection and utilization is so crucial. With information gathered in the database, field service organizations are able to discover business insights and make more informed decisions about further improvements. Once the internal systems are appropriately integrated with the field service management tool, the company can use the full potential of the data. Through data collection and analysis, service companies can optimize schedules, manage inventories, improve overall operational performance and be more forward looking.



DATA INTEGRATION

By integrating Comarch FSM software with internal data sources, field service companies can provide **a high level of customer service at each step of the process**. Integrations with trouble ticketing, call center, CRM and ERP, fleet management, ECM systems, IoT devices, and inventory mean Comarch FSM users benefit from **end to end service process automation and optimization**. As a result, all team members, including managers, dispatchers, call center and field service staff, can deliver top-class service to your clients, while the management team can control and improve it.

DATA ANALYTICS AND REPORTING

In Comarch's solution, data can be collected from different sources (including CRM and ERP) and transformed into easy to read dashboards. You can present data with pre-defined templates for reports to track common KPIs, or use the report designer to personalize views. With dashboards, **managers are provided with information about operational and strategic performance**. Updated information about closed, open or overdue tasks, or escalations, enable better field service management on a daily basis, while internal and external staff productivity KPIs allow resource planning.



FORECASTING

Service businesses should make data more actionable by using the prediction features. With the forecasting module in Comarch FSM, based on historical data and specific knowledge, you can **predict resource demand in the context of skills and working area**, and then make smarter decisions about skill changes and resource reallocation. The forecasts also allow you to react faster to trends and plan resources and training in the long term. As a result, your business becomes more proactive than reactive, and is better prepared for the future.

CUSTOMER SERVICE

Customers are becoming more and more demanding of field service companies. They expect short response times for their requests, and the delivery of professional service on site. This necessitates informing them about the date and time of service appointments, and updating them about where the technician is, when they are expected to arrive and how long the service visit will take. Then, during the visit, field service workers should perform the tasks correctly and efficiently to ensure top customer service and client satisfaction. In order to exceed customer expectations and deliver outstanding customer experience, there is also a need to provide after-service support that will enable you to maintain your positive relationship with the client.



SELF-SERVICE

With the client portal module, you **allow customers to be involved in the service process** from the start. Thanks to easy communication via the portal and the use of notifications, they can choose an appropriate date and time for their appointments, and cancel or reschedule visits. Thanks to this self-service option, clients can control the situation, and view technician location and task status. Additionally, a post-service customer satisfaction survey can be issued to collect feedback. With these software features, you can adjust your services to meet customers' changing needs.

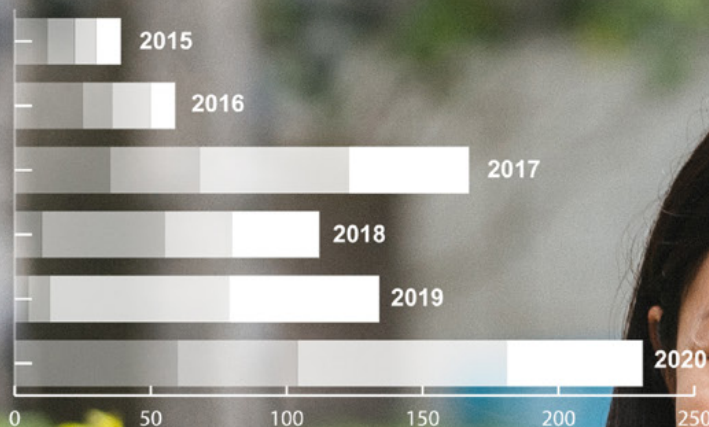
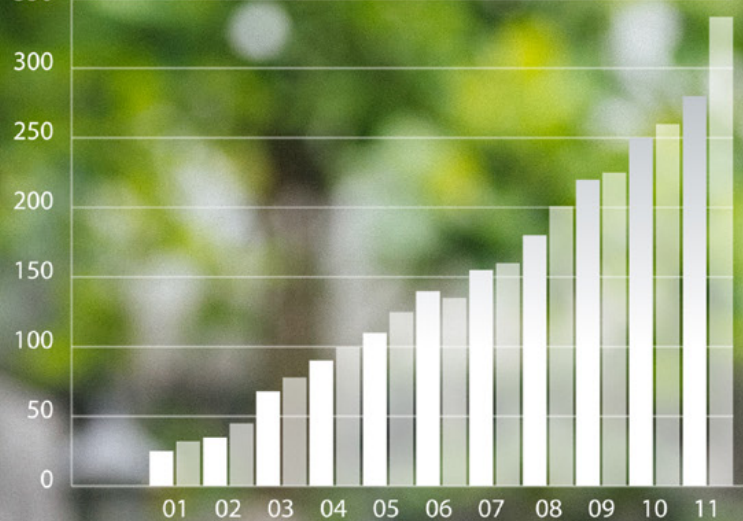
SERVICE QUALITY

To ensure field service of high quality, Comarch FSM provides several options enabling **efficient issue resolution and service process tracking**. With task checklists, technicians are able to perform effectively and within the expected timeframe. When a work order is complete, the technician adds photo documentation and notes, and the customer rates the technician's work before filling out the quality survey on the mobile device and confirming service delivery with a signature. With all these solutions, you **know how your customer service is performing**.



AFTER-SERVICE SUPPORT

Even when a service has been delivered, a client may require further documents about the performed tasks, or might need to make new appointments. In these cases, your business should use information about the previous service appointments to help the client take further steps. To facilitate this, **Comarch FSM allows your clients to define preferred technicians, view visit histories, and see documents regarding the resolved issues**. With these options, the customer service process is constantly being improved from beginning to end.



FIELD SERVICE EMPOWERMENT

Efficient task handling by field service workers depends on adequate task assignment and each technician's motivation to manage their work. When properly qualified and motivated technicians receive appropriate information and have the parts they need to manage a task, the service can be performed during the first visit. But even in this perfect situation, a technician may experience problems, especially when the task turns out to be more complex than expected. Then, the service visit takes longer, and there is a need to consult other field service professionals. In this situation, effective communication and collaboration between members of the team are essential. To perform better and deliver top customer service, technicians also need additional incentives such as gamification. To facilitate this, you should empower field service workers with functional, innovative software.



PLANNED WORK FOR FIELD SERVICE

With Comarch FSM software, each **technician's work is planned automatically, based on skills and location**. Each field service worker receives a notification on smartphone or tablet, along with all required information about a work order, particular tasks and customer location. By empowering field service operatives to access the service history, they can also diagnose the problem without unnecessary calls to colleagues. Technicians can be advised on the route they should take in order to arrive at a client's premises on time, which is especially appreciated by customers during an urgent situation.

GAMIFICATION

When field service workers are motivated to manage their assigned tasks, your company is able to ensure outstanding service for clients. This is why Comarch FSM offers an additional gamification module allowing you to **reward technicians for delivering superior service**. The gamification feature can increase your employees' motivation, assigning them points that can later be exchanged or granted to other technicians to reward them for help. On a dedicated site, they can compare their achievements (such as average customer satisfaction) with those of their colleagues. With this feature, every member of your field staff is engaged in work order execution, your clients benefit, and you **ensure high customer satisfaction**.

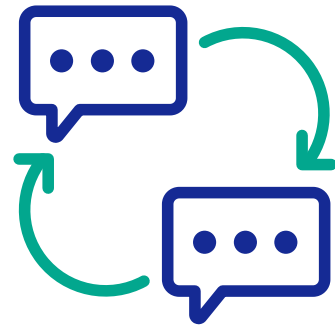


INVENTORY DATA MANAGEMENT

Comarch FSM allows technicians to browse buildings, devices, and their parameters direct from the mobile app on your smartphone, even when offline. It is possible to use the built-in inventory database or integrate with an external database. If needed, technicians can apply changes to the main database right away when on site. In the event of problems, technicians can quickly identify devices from the inventory by using built-in augmented reality without any additional gear. Device data can be enriched with alarms and other metrics when integrated with external assurance systems.

COMMUNICATION AND COLLABORATION

In some situations, technicians need to work together to resolve more demanding tasks. Comarch FSM solution for field service workers enables **effective communication between team members**, thanks to the internal chat feature, photo attachments, and real-time notifications. Task steps can be explained in detail to less experienced technicians, allowing them to complete the work order. And, when there is need for particular equipment on site, they are able to transfer it from another technician with one click on their mobile device. .



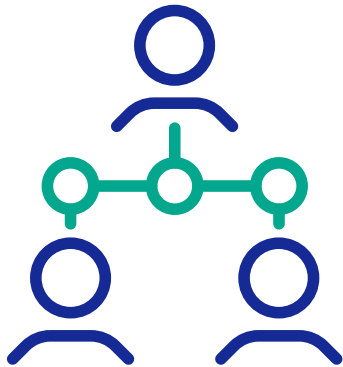
CLIENT SERVICE

The service visit ends with client confirmation and work assessment. With the Comarch FSM mobile app, this is simplified and paperless. Field service workers add service documentation, create completion reports, and ask the client for their digital signature. In order to **facilitate better client service analysis**, customers are also asked to fill in survey reports and assess the quality of tasks. With these features, you **empower your technicians not only to manage the tasks but also to improve client experience**.



ENTERPRISE WORKFORCE MANAGEMENT

Whether you are working on a single IT project, a complex site rollout or a portfolio of enterprise tasks, you need the appropriate tool to give you full oversight and control of every aspect of your engagements. FSM ensures that you always have up to date and actionable data to make correct decisions in long-term assignments. Manage time and costs, monitor KPIs automatically, optimize risk and change management, and ensure ongoing, real-time feedback about the whole project and every individual aspect. If needed, optimize costs by outsourcing services to third-party providers. All that is available in one, modern IT stack offered by Comarch FSM.

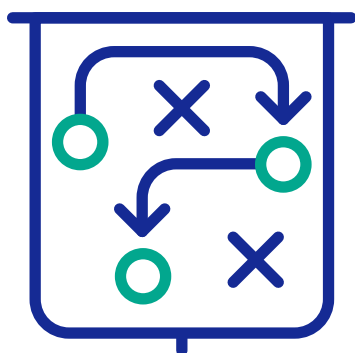


SUB-CONTRACTOR MANAGEMENT

Comarch's workforce management software allows **simple cooperation with third-party service providers**. A dedicated module, with features such as adding sub-contractors, organization structures, resources, service regions and work types enables **effective external workforce management**. Using this tool lets sub-contractors improve the performance of their workforce. Tasks are assigned automatically, based on configured rules. When your service partners operate in the same region, you can also define priorities to avoid unnecessary communication problems.

MONITORING POSSIBILITIES

Extending service capabilities calls for more attention to **monitoring external field staff's task performance**. However, with many sub-contractors in different regions, controlling task execution is far more complicated. To simplify this process, Comarch Field Service Management provides full visibility of outsourced workers' performance. With set KPIs, you control SLA compliance and measure external technicians' performance. With these features, you have access to real-time **information about how external providers perform**.



PROJECT MANAGEMENT

Comarch FSM with project management objects activated gives the possibility to enter into next level of workforce management. Manage long-term projects aggregating work orders and their hierarchy of dependent tasks. Get **360-degree insight into all aspects of your projects** to ensure optimal control of all aspects of complex investments. With Gantt charts, customizable summary views and tasks handled based on native FSM workforce management capabilities including automatic dispatcher, **you always have projects well monitored and managed effectively in one place**.



ASSET MANAGEMENT

We are managing more and more assets. We are surrounded by hundreds of connected devices. At the same time, our smartphones are more and more powerful. All this brings new opportunities, allowing field workers to manage many devices directly from their smartphones.

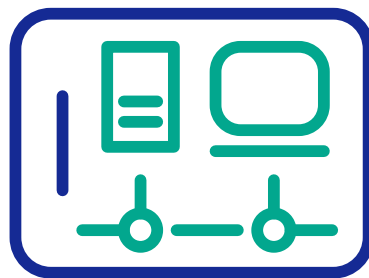


WAREHOUSE

To keep full visibility of asset usage in the organization, Comarch FSM links each processed item with the responsible party. It means you can track your assets from the central warehouse, through the hands of a technician, to the final destination (such as a customer's premises or specific location). Each spare part, device, or material is clearly visible in the process with the appropriate status. Transfers between employees are also managed. Browse all your inventory data and get notifications in real time if needed (for example, information about fraudulent activities). Schedule recurring maintenance for sites, devices or equipment, and make sure these are always ready to be used.

INFRASTRUCTURE INVENTORY IN SMARTPHONE

Organizations managing vast infrastructure deal with many problems mostly caused by lack of or inaccurate data related to managed devices. With Comarch FSM, field engineers can browse buildings, devices, and parameters – right from the mobile app on their smartphones. The **built-in map view helps you locate specific objects in the surrounding area and quickly identify infrastructure**. Technicians can apply changes to the main database right away when on site. If something has to be done, it is better to make it happen on the first visit, without wasting time.



SELF-ASSESSMENT OF ON-SITE VISITS

Infrastructure operators manage many sites which are typically monitored by back-office teams. Comarch FSM can save the central assurance team's time by proactively monitoring a technician's presence on-site and delivering important information directly to their smartphones. Technicians need to be as self-sufficient as possible in the field. Via the mobile application, Comarch FSM can present a device's parameters and notify a technician about events, alarms or even performance metrics, in real time. This **improves quality of work and decrease back-office staff involvement**.

EXTENDED CONNECTIVITY

The Internet of Things and other connectivity solutions pave the way to revolutionize service management processes and make them more proactive. By connecting equipment with technicians' mobile apps and sharing data with the back office in real time, the business is able to react quickly to incoming problems, and monitor the state of inventory remotely. Moreover, this technology may take the form of predicting possible issues (predictive maintenance), or be applied to authenticate users.

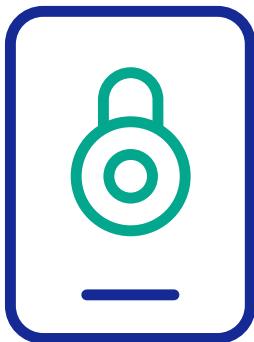


COMARCH'S SMART DEVICES AND IOT PLATFORM

While many smart devices are available and may be integrated with FSM software, Comarch offers its own products – beacons, IoT Hub, smart metering devices, radio-frequency identification (RFID) tags and Bluetooth Low Energy (BLE) modules to ensure a comprehensive Comarch FSM offer. Design and production are under the control of Comarch's experts, **giving clients the possibility to have them tailored to meet their needs.**

ASSET TRACKING

With the great range of equipment managed by companies comes more potential problems, especially in the area of monitoring. Comarch IoT Asset Tracking responds to those issues by delivering options **to manage assets and carry out inventory procedures.** To enable those, it uses telemetry, a rules engine, a web app, and remote configuration. It also allows users **to configure building zones and search for given assets** thanks to real-time registration of the recent location of equipment.



SITE ACCESS MANAGEMENT

Service businesses should ensure not only great performance, but also high-level data security throughout the service process. With the Comarch FSM mobile app, system identity access management (IAM) and Internet of Things (IoT) elements combined, businesses can **be certain that only authorized personnel are allowed to connect, and to track the time that an internal or external worker spends in a given location.**



For more information or to request a demo about
Comarch Field Service Management system,
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COMARCH

ABOUT COMARCH

Since 1993, Comarch's specialist telecommunications business unit has worked with some of the biggest telecoms companies in the world to transform their business operations. Our industry-recognized telco OSS and BSS products help telecoms companies streamline their business processes and simplify their systems to increase business efficiency and revenue, as well as to improve the customer experience and help telcos bring innovative services to market. Comarch's customers in telecommunications include Telefónica, Deutsche Telekom, Vodafone, KPN and Orange.

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