xperitus
ERP systems specialists

ORACLE
NetSuite
Solution Provider
Partner

NetSuite for Field Service (installation, maintenance, and service)

NetSuite provides a powerful field service solution that can help companies in installation, maintenance, and service to improve productivity, reduce costs, and increase profitability while enhancing customer service.

ERP for Field Service

NetSuite Field Service Management enables organizations to increase the efficiency of their service delivery by integrating, automating, and digitizing all processes from start to finish, which contributes to lower operating costs.

Through improved scheduling and workforce management, resource utilization is optimized, which directly impacts and reduces costs.

NetSuite Field Service Management contributes to increased customer satisfaction by ensuring that companies can deliver more efficient and profitable field services, creating a positive customer experience.

Mobile App

Provide field technicians with access to all the information they need, anywhere, anytime, without having to call the office for missing information.

·   Improve mobility and productivity
·   View all job details for the technician in the field
·   Access facility and equipment history
·   Streamline data collection
·   Manage spare parts inventory
·   Take photos and obtain signatures
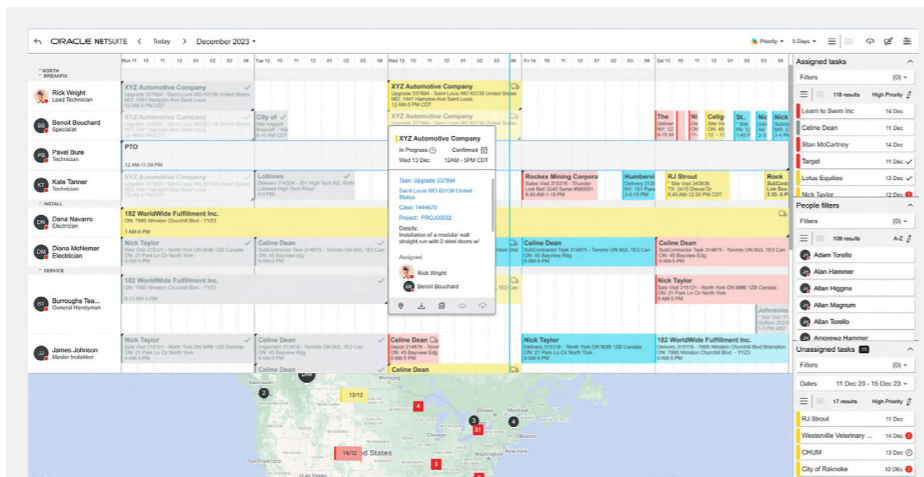·   Enter and approve expenses
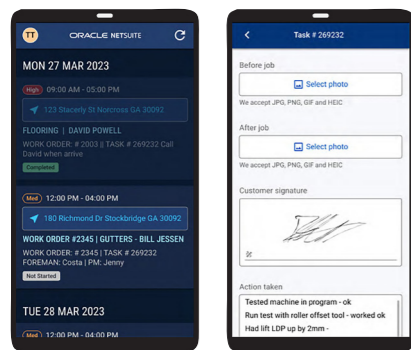
Key Benefits

·   **Streamline Scheduling and Dispatch:** Easily assign jobs, matching resources based on skills, availability, and location.

·   **Improve Field Visit Outcomes:** Provide technicians with real-time access to customer data, asset history, and service records needed to complete the job efficiently.

·   **Increase Customer Satisfaction:** Deliver timely services that solve the customer's problem on the first visit.

·   **Reduce Costs:** Better utilization of technicians reduces the need for overtime. Centralized inventory management increases the success rate of first-visit repairs and reduces waste and write-downs of inventory.

·   **Enhance Business Information Management:** Make informed decisions and gain insights by using data from a single system.

Scheduling

A drag-and-drop scheduling board increases efficiency by assigning jobs to the right technician based on their skills and location, or based on the equipment being serviced.

·   Easy scheduling of technicians
·   The right technician is assigned to the right job
·   Flexible processes for creating work orders
·   Dispatch work orders with complete detail overview
·   Monitor job status and delays in real-time

Features in NetSuite Field Service Management:

	Challenges	Solution	Result
Scheduling	· Low resource utilization · Limited resource overview · Repeated calls and follow-ups	GPS tracking and a dynamic scheduling board speed up response time and optimize resource utilization.	· Reduced scheduling time · Increased productivity
Field Inventory	· Inventory loss and waste · Low first-time fix rate (FTFR) · Expensive spare parts · Supply chain delays · Billing issues leading to missed/delayed revenue	Management and tracking of field inventory directly in NetSuite reduce inventory losses, improve field inventory visibility, and increase the first-time fix rate (FTFR).	· Reduced inventory write-downs · Decreased waste · More successful first-time repairs · 100% inventory visibility
Manual Work	· Delays due to paperwork · Manual data processes · Handling customer disputes	Fully digitized work instructions and reporting reduce administration and improve the customer experience.	· Reduction of unnecessary customer credits · Increased productivity · Enhanced efficiency · Fewer customer disputes
Asset Management and Customer Engagement	· No asset history in the field · Time spent calling for more information · Extra work	Capturing and accessing asset history and customer information directly in NetSuite helps technicians diagnose and resolve problems faster, which in turn improves communication with customers.	· Improved customer experience and communication · Faster issue resolution · Reduced repair time · Increased efficiency
Compliance and Safety	· Non-digital record-keeping poses business risks · Inability to maintain compliance · Safety risks to technicians, customers, and the public	Fully digitized compliance and safety forms combined with workflows and implementation guidelines enable compliance and can, in some cases, reduce insurance premiums.	· Improved compliance · Faster implementation of new work forms · Improved quality · Reduced insurance premiums
IT Operating Costs	· Incompatible systems · High cost of managing integrations/connections · Resource-intensive system management	The Field Service Management module is fully integrated into NetSuite. No integrations or connections are required. One system for all business management eliminates additional costs.	· Reduced IT costs · A fully integrated and flexible platform that supports business growth
Reporting	· Slow decision-making · Poor resource planning · Lost revenue due to customer retention issues · Slow reporting due to inaccessible data in various systems	NetSuite offers a fully integrated platform that enables insights and analysis via dashboards to drive and accelerate decision-making, planning, and reporting.	· Eliminated reporting gaps · Increased efficiency · Improved data integrity · Real-time reporting and decision-making