

ServiceMax Orange

Rethink Field Service the Fast, Easy Way



Overview

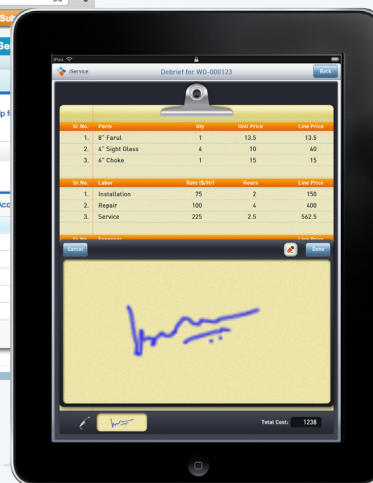
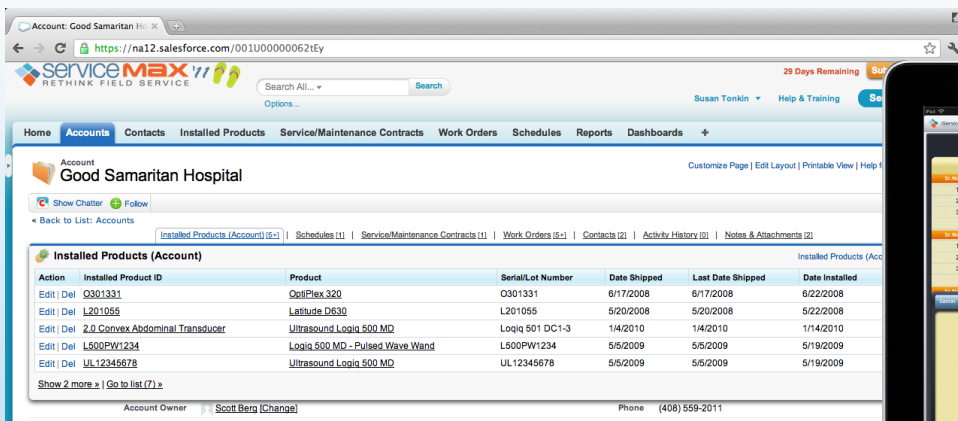
Service giveaways, lost work orders, repeat visits because the right skills or parts weren't sent the first time. Your manual processes are a huge drag on your bottom line, and a drag for your customers and employees as well. It's time to rethink field service if you want to optimize operations, delight customers and hit your growth targets.

ServiceMax Orange delivers the future of field service, today. Companies of all sizes use ServiceMax to track what their customers own and what service they're entitled to, efficiently schedule and dispatch their technicians and streamline the management of their work orders.

Fast and easy to deploy, ServiceMax Orange includes a rapid, low cost, no-consulting-required deployment that gets you up and running in only 3 weeks. Utilize all the best capabilities of ServiceMax Suite – the first and only complete suite of cloud-based, collaborative and mobile field service applications – without the time, resources and expense of a customized deployment.

Deployment Includes:

- Best-practice workflows based on hundreds of implementations
- Comprehensive admin training curriculum
- Rapid time to value – live in 3 weeks!
- Deployed in the Cloud utilizing the safe, proven and cost effective Force.com platform



FEATURES & BENEFITS

Work Order Management

- Maximize field productivity
- Reduce billing errors
- Lower days sales outstanding

Advanced Scheduling

- Increase dispatching efficiency
- Increase first time fix rate and customer satisfaction

Installed Base & Entitlements

- Eliminate warranty leakage
- Reduce service and parts giveaways
- Increase service revenue through cross and up-sell
- Improve customer relationships

Collaboration & Mobility

- Award-winning iPad app included for anytime, anywhere access
- Built-in collaboration platform to keep service teams connected