Dashboards & KPIs
Increase revenue and profitability by gaining insight into your service operations

To run a successful service organization, you can’t rely on “gut feel” - you need data. Understanding key performance metrics (KPIs) and tracking them closely is essential to identifying strengths and weaknesses in your service operations.

**Monitor and measure the success of your service business**
Each module of the ServiceMax service execution platform includes our Dashboards & KPIs, making data easily accessible, providing you with actionable insights, and alerting you to potential problems before they impede your growth, increase costs or lead to customer dissatisfaction.

**ServiceMax Impact**
- **29%** increase in employee satisfaction
- **25%** increase in service revenue
- **20%** increase in Net Promoter Score

Average ServiceMax Customer Results

**Benefits:**
- Increase the visibility across your service operations and get real-time insights on key indicators
- Boost decision-making with embedded dashboards and service performance metrics
- Benchmark and compare your service organizations’ regions, territories, and product lines across time

**Feature Highlights:**
- Includes 20+ pre-built dashboards and 70+ pre-defined reports
- Features a set of nine configurable, built-in core service metrics
- Empowers business users with extensive self-service capabilities

Nine proven, strategic **Service Performance Metrics** continuously monitor and measure the success of your field service business.
**FEATURES**

- Define and set up reports for any functional entity, such as work orders, technician skills or parts movement.
- Allow business users to easily create and customize dashboards, reports, and charts.
- Grant permissions and access control to any report or dashboard based on user roles.
- Push any report or dashboard to a mobile device based on user roles and viewing restrictions.
- Configure reports with simple and effective drag and drop, preview and filtering options.
- Leverage your core service performance metrics, each with a corresponding dashboard and reports.
- Capture snapshots of data trending over time.
- Select the appropriate data fields for calculating metrics.
- Manage different calculation methods for regions, departments, work order types, or teams.
- Schedule and update metrics at preferred intervals.
- Summarize all metrics by account.
- Native to the Salesforce platform.

**About ServiceMax**

ServiceMax’s mission is to help customers keep the world running with asset-centric field service management software. As the recognized leader in this space, ServiceMax's mobile apps and cloud-based software provides a complete view of assets to field service teams. By optimizing field service operations, industries with high value, complex, mission-critical equipment can support faster growth and run more profitable, outcome-centric businesses. For more information, visit www.servicemax.com.