SERVICEMAX | **FIELDFX**

Streamline Your Entire Field Ticketing Process with FieldFX

Customer Outcomes

- Shorter Quote-to-Cash Cycles
- Lower Days Sales Outstanding (DSO)
- Improved Process Efficiency
- Higher Data Accuracy
- Reduced Revenue Leakage

Operations, field personnel, and accounting all utilize FieldFX to speed up the process of collecting field data, thereby reducing the time required to invoice the customer. In addition, this module will put electronic controls around your contracts to ensure your field personnel capture all of the allowable items on their tickets in order to eliminate revenue leakage from unbilled items. This workflow is highly configurable to accommodate a variety of business requirements, workflows, and approval processes.

FieldFX streamlines the entire field ticketing process, from operations, to field personnel, and accounting. Operations managers create jobs and tickets in FieldFX and then dispatch the information to crews in the field. Field personnel, using FieldFX online or off, can update (or create new) contract-compliant, accurate field tickets and capture signatures while working remotely. When they return to a location with an internet connection, they simply push a button to sync with the FieldFX cloud, making the information accessible back in the office. Accounting can then review the information and send it through your company's invoicing system to create an invoice based on the field ticket data.

Delayed delivery of job tickets becomes a thing of the past with FieldFX. You know the status of completed jobs as soon as your field personnel sync with the FieldFX cloud. This means you can quickly review job tickets for any changes or modifications before invoicing. And much of this information was automatically loaded into the job, so your quality control process will be fast and easy. FieldFX has the fastest sync times in the industry, making the process quick and easy.

Get your personalized demo today at
servicemax.com/demo
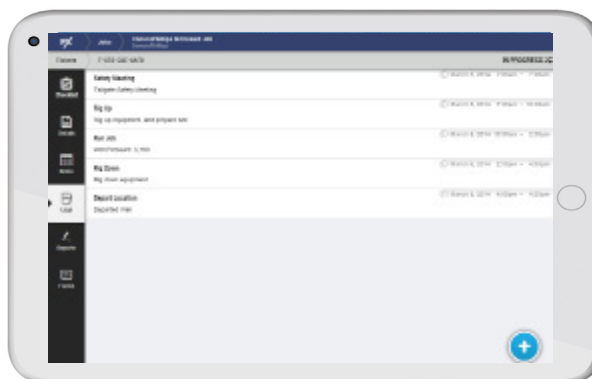
Mobile View of the Ticket Log in FieldFX

FieldFX Key Capabilities

- Create single and multi-day field tickets and job orders.

- Set up price books for general use, specific customers, date ranges, offices, and business segments.

- Attach driving directions to a job via Google Maps.

- Create almost any form and customize it to look like your existing paper forms.

- Attach job documents such as receipts, safety forms, photos, etc.

- Create custom reports that can be saved and re-used.

- Price books can be configured to use various types of rules that automatically drive specific items onto the ticket given certain conditions. FieldFX ensures that these items get added to the ticket even if the field supervisor forgets to explicitly select them. This means your job revenue is accurate and you avoid lost revenue due to missing items that should have been billed to the customer.

- Attach job related documents such as safety forms, job plans, MSDS, photos, and drawings in a variety of formats. Attachments can be added at any time, online or off, allowing you to easily keep those documents tied to the job for future reference.

- Getting your customer's signature for a job approval is easy with FieldFX. We'll configure your electronic field tickets to match your company's specified look, feel, and layout, complete with signature blocks. Once in the field, you can capture signatures directly on your tablet PC screen or connect a USB signature pad device to your laptop.

Customizable Alerts Ensure a Seamless Workflow

The FieldFX alert engine allows you to set up email or text message notifications throughout the workflow process. Alerts, including when, why, and to whom they are sent, are all customizable.

Sample FX E-Ticketing Alerts

- Send an alert when tickets or jobs move to and from different statuses

- Send an alert when a ticket or job has been in a specific status for too long

- Notify the operations manager immediately when a ticket in their office changes to a certain status ("Parts Needed" for example)

- Email or text a daily digest of all tickets in a specific office that need to be approved

- Notify accounting when a ticket for a particular office or business segment is ready to be invoiced.

Manage Price Books, Contracts, and Customers

Create field tickets and job quotes based on your standardized price books. Price books in FieldFX can be set up for general use, specific customers, date ranges, offices, and business segments. A powerful rules engine empowers your administrators with the ability to model various types of item usage rules, pricing scenarios, and contract characteristics tied to specific types of work, quantity limits, and cost-plus items.

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 provide a complete view of assets to field service teams. By optimizing field service operations, customers across all industries can better manage the complexities of service, support faster growth and run more profitable, outcome-centric businesses. For more information, visit www.servicemax.com.

About FieldFX

The FieldFX product suite is a complete mobile field operations management solution, providing companies in the oil and gas, industrial and environmental services industries with the ability to organize and manage jobs, quotes, field tickets, equipment, contracts, price books, and labor, along with customer-specific electronic forms such as safety incidents, inspections and other operational data reports.