

Work Order Management

Drive workforce efficiency by digitizing your complete work order and scheduling process

Customer Metrics

25% increase in service revenue

22% increase in technician utilization

15% increase in first time fix rate

ServiceMax Annual Customer Survey

Benefits:

- Streamline and govern service processes
- Increase operational efficiency while increasing first-time fix rates and workforce utilization
- Improve dispatcher productivity

Product Highlights:

- Automated work order enrichment with data and logic
- Intelligent scheduling environment
- Mobile app with offline ability for field technicians
- Process automation via configurable, no-code service workflows

Managing work orders is at the heart of every field service operation and even though the use of paper-based processes, spreadsheets, and disconnected systems is still widespread, this approach is error-prone and time consuming. To grow your business, delight your customers, and reach your service goals, digitizing your work order processes end to end is key.

Manage work orders through all stages



Work Order Management is a functional area of the ServiceMax Core platform, natively connected to other platform records such as Installed Base, Contracts, Accounts, Contacts, and Parts. Work Order Management enables you to plan, assign, and execute field service activities tied to an asset for install, break-fix, preventive maintenance, and depot repair work.



Get real-time visibility into your service operations

Work Order Creation

ServiceMax Core's WOM supports any work order creation process, whether automated, manual, from cases, customer requests, installed products, or triggered via API from an IoT-based system. This is how it works: Upon creation, work orders inherit data from the record they were created from. For example, when creating a work order from an installed product, the work order inherits information such as location and asset details.

Work Order Scheduling

To get work orders ready for scheduling, the system enriches them with additional information and applies a rules-based engine that is driven by multiple criteria such as duration, SLAs, preferred tech, skills, and more.

Work Order Execution and Debrief

When a truck roll is warranted and technicians dispatched, they are notified via ServiceMax Go, our industry-leading mobile app. ServiceMax Go accompanies technicians throughout the work order execution process in the field, making it easy for them to access work order information, capture job details, request parts, initiate returns, debrief, and much more. All work order processes and activities are orchestrated by Service Flow Manager, ServiceMax's no code automation tool for business administrators.

Work Order Reporting

Service managers can leverage embedded Dashboards and Reports to measure service outcomes tied to an asset as well as track technician success metrics, such as utilization and mean time to repair.

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.

Learn more at
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