SERVICEMAX | **FIELDFX**

CUSTOMER SELF-SERVICE MODULE

STOP HAVING TO RE-WIN BUSINESS BY GETTING CLOSER TO YOUR CUSTOMER

AT A GLANCE

In Stop Having to Re-Win Business by Fostering Customer Loyalty with FX Customer Self-Service, you'll learn how FX Customer Self-Service pairs with FieldFX E-Ticketing to allow your customers to:

- ■ Request Jobs
- ■ Review/Approve/Reject Tickets
- ■ Gain insight into field data with real-time reporting
- ■ Gain insight into Safety Performance
- ■ Enjoy access to your business on their timetable

INTRODUCTION

Companies that are easy to do business with often become preferred vendors. It's important for service companies to leverage technology to enhance the customer experience. FX Customer Self-Service pairs with the FieldFX E-Ticketing module to provide a seamless solution for companies that want to generate customer loyalty by providing superior customer service.

Gaining customer loyalty should be of the utmost importance to any service company. Have you ever stopped to consider why your customers renew contracts with your company? Is it because you are currently the low cost provider, too much effort to make a change, or maybe they have a relationship with one of your employees (but maybe not the company)? If any of these circumstances is the case, what do you think is likely to happen if a desirable competitor attempts to seek your customer's business? This is why customer loyalty is so essential.

Engendering customer loyalty means getting your customer to believe that your company's service is their best option and being unwilling to consider an alternative. Moreover, loyalty means staying the course even when there may be a problem. So, how do you achieve this? We believe customer loyalty is best obtained by being the easiest vendor to do business with.

FX Customer Self-Service was created as a tool to enhance FieldFX users' relationships with their customers and partners. It achieves this by empowering your customers to securely access their job and ticket data through FieldFX.

What is FX Customer Self-Service?

FX Customer Self-Service is a space for FieldFX users to offer their customers a place to:

- ■ Request Jobs
- ■ View quotes and award business
- ■ Approve/Reject Tickets
- ■ Add Comments
- ■ Collaborate and interact directly within a mobile application
- ■ Monitor Job Progress
- ■ View Reports and Dashboards Related to Job Progress and KPIs
- ■ View Safety Forms and Safety Performance

FieldFX provides portal functionality by giving your customers authorized access to your FieldFX account. You are able to decide what the customer can see thanks to configurable security management and the portal can be branded with your company information or your customer's logo. FX Customer Self-Service keeps your private company information secure, while improving customer satisfaction and strengthening your partnerships.

USE CASES

Always-On Service

FX Customer Self-Service allows your customer access to your business on their timetable. They can login to open tickets and add comments any time, day or night. There is no need for the customer to pick up the phone when they have access to the portal. In addition, you can save HELP text on each page to direct customers and leave reminders. With fewer interruptions, everyone is more productive.

Collaboration

FX Customer Self-Services allows you to interact with your customers like never before via Chatter functionality. Chatter provides a forum to share insights, propose new ideas and provide direct feedback all within a mobile application. Everything can be tracked within the feed: keep up with critical topics; post files, videos and images; and work closely with your customer to ensure excellent customer service and effective communication.
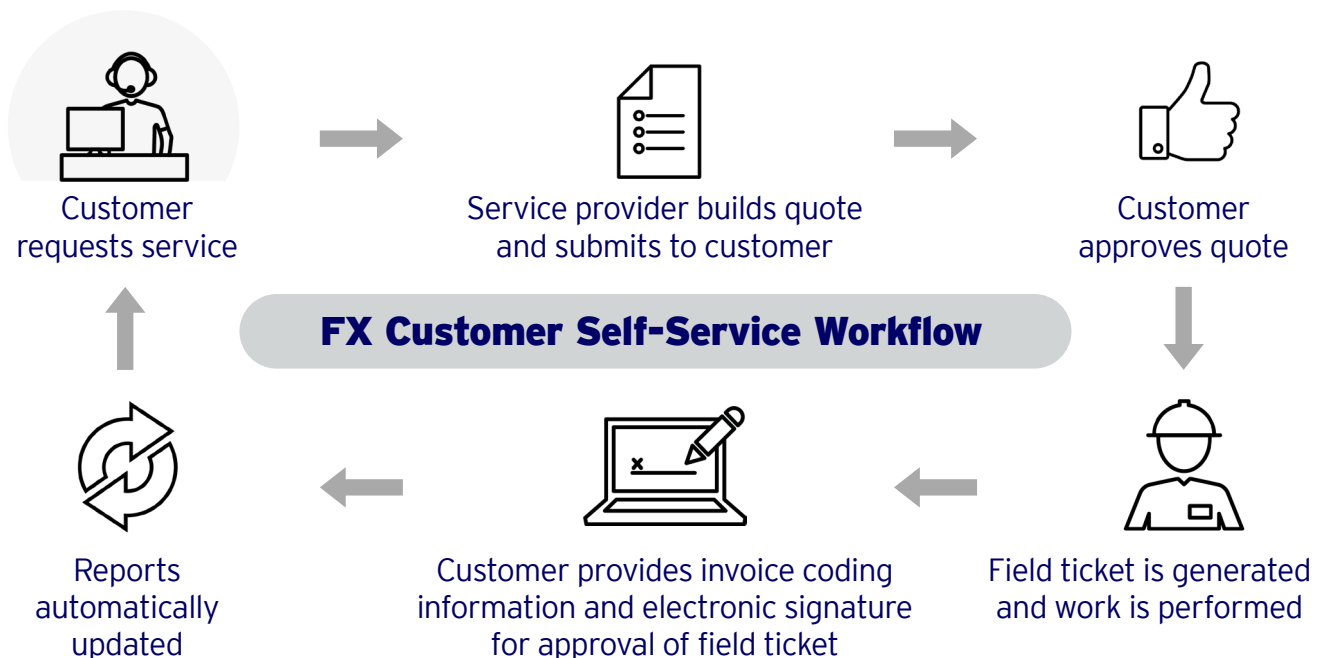
Quick and Efficient Ticket Approval

Often times it can be difficult to track down the customer representative on a job-site for ticket approval. With FX Customer Self-Service, customers are alerted when tickets are ready for approval. The customer can log into the FX Customer Self-Service portal, view the ticket and any ancillary documents and approve them for billing.

Invoicing

FX Customer Self-Service can also help to reduce Days Sales Outstanding (DSO) even more. Do any of your customers have unique billing requirements? FX Customer Self-Service empowers your customer to provide unique coding information while approving Field Tickets. This helps to streamline the invoicing process, allowing for faster invoicing and quicker payment.

Reporting

Companies that are able to provide their customers with real-time metrics and reports quickly become preferred vendors. FX Customer Self-Service is the perfect space to customize powerful reports for your customers based on data collected from the field. When your customer is able to improve their decision-making and enhance efficiencies based on your data, you become indispensible to them.

Customer requests service → Service provider builds quote and submits to customer → Customer approves quote

FX Customer Self-Service Workflow

Reports automatically updated ← Customer provides invoice coding information and electronic signature for approval of field ticket ← Field ticket is generated and work is performed

CLOSING

You become closer to your customers when you take the time to provide them with excellent service and effectively take care of their needs. By becoming the vendor that is easiest to do business with, you create customer loyalty with long reaching benefits such as:

- Continued purchase of your services
- Business Referrals
- Not having to re-win their business year after year
- Not actively seeking alternative providers to replace you
- Allowing your company the opportunity to correct problems

Lastly, providing this type of service not only strengthens your relationship with current customers, it can differentiate your business from your competitor- helping you to win new customers.

FOR MORE INFORMATION

If you would like to learn more about how FX Customer Self-Service can impact your organization or would like to see a demo, contact your Account Executive or call 713-552-9250.

Complete Mobile Field Operations Management Solutions

The FieldFX product suite is a complete mobile field operations management solution, providing companies in the oilfield, 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.

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