

## **Introducing the Next Generation of Field Service Management: OPTech** *New On-Demand Digital Marketplace Slashes Costs, Boosts Quality, Sends KPIs Flying High*

If your field service operations aren't optimized on every front, you're not alone. The problem is, with its inherently heavy fixed costs—employee labor, management, application licensing, tools, training, vehicles, maintenance and upkeep—field service is nearly impossible to optimize.

Adding fuel to the fire, neither the people nor the capital assets associated with field labor are ever fully utilized because of administrative time, sick days, vacations, travel, down time and more. But you carry the costs as though they are. Even if you've outsourced your field service function, those costs aren't really optimized—you're just paying someone else to carry the costs on their books. In today's world, there's no simple way to deeply optimize while flexing, scaling and ramping field engineers based on changes in business volume.

And what about customer experience? Are you burdened with repeat service calls and frustrated customers? If critical factors like part availability, technician qualifications and skillsets, geography, traffic conditions, up-to-date install base and the ability to get to your customer's premise on time, aren't consistently taken into consideration, your service quality will slip, missed SLAs will rise and operational metrics will tank.

### **OnProcess OPTech Field Service Management Solution**

OnProcess Technology eliminates heavy fixed costs and drives optimization and service quality to the hilt with the industry's only on-demand, digital marketplace for field service management.

Designed for all service organizations, and especially impactful for mature, complex enterprises, this groundbreaking new offering features a unique variable labor model, which is sourced through our trusted network of best-in-class field service organizations. From there, our proprietary analytics engine intelligently selects the optimal service partner for every job, who is then expertly managed by the industry leader who boasts two decades of niche domain expertise: OnProcess Technology. Together, these innovations form OPTech, a revolutionary managed service that delivers exceptional, end-to-end field service management and drastic cost savings.

OPTech uses an intelligent selection criteria in which we assess service provider capabilities and performance, layered with a robust star rating system, including customer satisfaction and price, to drive optimal service partner assignment. Whether your workforce is currently completely internal, partially or fully outsourced, our focus on both quality and field service market price caps, and singular ability to influence our network of service partners' prices and improve customer experience, will transform your operations and turbocharge your savings.





## OnProcess OPTech Components

### Field Service Management

We integrate with your system of record to ensure a seamless, real-time transfer of information into our core applications and provide streamlined dispatching of parts and technicians, service and installation order workflow management, SLA adherence, day of job support and exception/ jeopardy management, 24x7x365.

### Authorized Service Partner Network

We curated a select network of best-in-class service partner organizations, from which we source field labor for new installations, moves, additions, changes, break/fix service orders and regularly scheduled maintenance. Our authorized service partners all have the skillsets, experience and qualifications required to ensure viability for even the most discerning organizations. These partners place a heavy emphasis on continual education, ensuring they are up-to-date and ready to take on the latest and greatest technologies, whatever that may be. In this model, our clients leverage a top-notch network of field service pros on-demand, or per-drink.

### OPTiQ Intelligent Analytics Engine

OnProcess' proprietary analytics engine OPTiQ (pronounced *opt-i-q*) is the driving force behind this solution. Its embedded algorithms, based on quality, delivery and value, instantaneously evaluate our entire database of Authorized Service Partners. We analyze everything from job complexity, customer type, security requirements, geography, point-in-time location and the ability to meet the required SLA, to skillset, qualification, the service partners' response time, mean-time-to-repair, customer satisfaction scores and cost. The output of this is not only a list of partners who can provide the service, but also a ranking of each, taking the elements of the specific job into account. The service partner at the top of the ranked list is awarded the work. With this methodology, we reward top-performing partners with continued volume.

### Marketplace Price Influence

Taking it one step further, the digital marketplace strategically positions OnProcess to directly influence and drive down field labor market prices on behalf of our clients. While our network members maintain and manage their own pricing independently, we incent them to remain competitive by lowering their prices, as cost is one of the star rating components used to award work within our network. We pass all these cost savings directly to our clients.

### Proactive Exception Mitigation

All processes have organic deviations and service orders are certainly no exception to the rule. OnProcess predicts, manages and proactively resolves process exceptions throughout the lifecycle of your event, whether the break stems from your end customer, supply chain or any onsite issue. As an added bonus, we not only provide full-scale service management, we also give you real-time visibility into the process and all activities within the digital marketplace. Through our proprietary real-time control tower, OPTvision<sup>SM</sup>, we deliver a simple vantage point into predictive insights and intelligent actions, point-in-time status and a dashboard-style view of historical KPIs.

*"Seventy-six percent of the service organizations polled by TSC rely on third-parties for the completion of service work, and given labor resource constraints there is increasing interest in using flexible labor policies to support field service work. But there are many challenges which remain particularly around work quality, training time and cost, and technology integration. Workforce management solutions, such as OnProcess Technology's IntelliForce, are positioned to support today's service leaders in addressing this critical need."*

**- Sumair Dutta**

Chief Customer Officer, The Service Council



## OnProcess IntelliForce Advantages

### *On-Demand Labor and Digital Marketplace Deliver Huge Cost Savings*

You'll save big right off the bat, whether this is your first foray into outsourcing field labor or you're already doing it. Transitioning to our on-demand, variable labor model drives initial cost savings that equate to a whopping 10x or greater return on investment (ROI), since you no longer pay for under-utilized field engineers and their associated expenses. And because OnProcess controls the Authorized Service Partners digital marketplace, we constantly work to lower prices and pass those savings directly to our clients so you're always assured better rates.

### *End-to-End Solution Drives Optimized Results*

We significantly improve your operational KPIs and metrics, such as SLA adherence, repeat trouble calls and mean time to resolution. We ensure you receive best-in-class field labor support through our star rating criteria and service network partner selection methodology. Using OPTvision to garner real-time views and insights into every aspect of every work order, our operations team ensures all events are managed flawlessly, even exceptions.

### *Top-Quality Service Boosts Customer Satisfaction*

With customer satisfaction surveys as an input to our star ratings and service partner selection criteria, we ensure the best field technician with the right parts arrive on time, every time. Not only do you save money by avoiding SLA penalties, since we manage field engineer accountability and day of job performance, your customer satisfaction goes way up.

### *Flexible Field Service Enables World-Class Operations*

Scaling up and down is easy and fast since you don't have to recruit and train new field engineers. And with OnProcess thoroughly vetting and rating our Authorized Service Partners, you're assured top-quality field engineering support.

If your organization is like many others who have tiers of technicians, you can also choose to retain higher-level engineers in your own organization to maintain brand integrity and use our partner network as an efficient, cost-effective complement.

## OnProcess Triage and Asset Recovery Services

Companies that want to optimize their entire post-sale operation also take advantage of OnProcess' Customer Support Triage and Dynamic Asset Recovery services. On the front end, our experts validate service entitlement, troubleshoot incoming customer calls, provide level 0/1/2 support and, when needed, initiate a field service work order. On the back end, our intelligent reverse logistics program brings your valuable parts back from the field in an expedited timeframe so you can regain control of inventory and reduce new buys.

To learn how your business can deliver excellent field service at drastically reduced costs, contact us at [sales@onprocess.com](mailto:sales@onprocess.com) or visit [www.onprocess.com](http://www.onprocess.com).