

Field Service Management Report

10 Efficiency Boosting Tips for your Service Department

DON'T WASTE TIME OR MONEY

Automation is much easier than many companies realize and the productivity gains are huge:

- 27% improvement in worker productivity
- 19% increase in customer satisfaction & retention
- 17% increase in overall profitability
- 13% increase in service revenues

*Source: Aberdeen Group

YOU CAN'T AFFORD TO WAIT

Without a service management system you're not operating at maximum potential.

With Miracle Service, you gain capabilities that improve every aspect of your business — from getting technicians to the right place with the right parts on time, to managing contracts, inventory, billing and follow up.

Make Miracle Service your partner in profitability today.

Contact us today at:
1-877-742-4749
sales@miracleservice.com

Or visit
www.MiracleService.com



You've stared a global economic crisis in the eye – one of the worst in modern history – and you've survived. Congratulations. The time has come to break out of survival mode, re-charge your engines and catch the worldwide wave of renewal. Challenges abound. But so do opportunities for the shrewd and the bold. In our industry, as in others, the key to renewal is greater productivity. Service providers must boost customer satisfaction, while keeping costs to a bare minimum. Here are some tips to make your company more productive, competitive and profitable and better equipped for growth:

1. Don't let billing slip.

Generate invoices automatically and make sure every chargeable job is invoiced. It's easy to overlook an invoice, especially if the job is small. However, this is still lost revenue that you should be collecting. A manual invoice process is more prone to errors leading to slower invoice payment or even missed invoices. This can be the difference between being in the red and being in the black in a recession. When your invoices are generated automatically, your billing stays ahead of the game.

2. Know the value and the cost of each contract.

In these challenging times, you can't afford to lose money on an unprofitable service contract. Does each of your contracts actually cover the cost of providing service? Analyze the profitability of each individual contract to determine where the profits and losses are, so you can respond accordingly.

3. Boost worker productivity.

Even small time savings from improved dispatcher and technician productivity adds up to big dollar savings & increased efficiency. When service call takers have up-to-date customer, contract and service information at their fingertips this decreases call-taking times & costs, and improves the efficiency of technician scheduling.

4. Work smarter to accomplish more with the same resources.

Share information between departments. With a good system you can enter information once and integrate that information between the sales department, service department, parts department and contract administrators. This significantly reduces or eliminates repetitive functions and increases your productivity.

5. Automate your parts inventory.

Service technicians need ready access to the right parts to be effective. But an overstocked warehouse can be money down the drain. A balance between parts supply and demand is key—a balance easily achieved through automation software geared to service company needs. A good automated system will reduce inventory loss and lower inventory carrying costs, adding up to increased profits.

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COMPLETE SERVICE MANAGEMENT SOLUTION

Helping service companies improve their productivity and boost their bottom-line is what continues to make us the software of choice for thousands of users.

Since 1994, Nexent Innovations Inc. has provided business solutions for thousands of field service clients in over 45 countries around the world. Our clients are the key to our success. And our commitment to them is that our products will provide the best value for their service management software dollar.

To find out more about how *Miracle Service™* can help your business, please contact us at 1-866-463-9368.

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6. Boost efficiency through mobile communications.

A business that fails to communicate with its field staff and clients in real-time is at a serious competitive disadvantage. Nowadays, a variety of wireless, Internet and e-mail-based solutions allow for fast, accurate exchange of information.

Fewer misunderstandings. More time for your staff to get things done. Watch your company's productivity increase when you use remote solutions to free up valuable human resources.



7. Don't let high fuel costs eat up your profits.

With the high cost of fuel these days you are burning money by driving your paperwork back and forth to the customer site. Save money and speed up your billing cycle by having your technicians complete the work order in the field (even capture the customer's signature) and enter it immediately into your system which can then begin generating invoices right away.

8. Plan your preventative maintenance wisely.

Set-up your PM schedules according to the contract terms, then generate the jobs automatically when required. Plus, with a good service management solution the dispatcher knows what preventative maintenance is due when taking a service call, so it can be scheduled at the same time increasing efficiency and customer satisfaction. Revenue opportunity: Don't forget the non-contracted customers. Set-up all PM's in the system and call non-contract customers when a PM is due to generate added business.

9. Know your team.

Does everyone on your team work as effectively as they could? Weak performers increase cost and reduce your customers' satisfaction. Service software will give you the information you need about the productivity of each technician, including: average times to complete service calls, average response times, parts used, call-backs, and revenue generated per technician. Such information helps you determine the strengths and weakness of your staff so you can respond accordingly.

10. Pay attention to existing customers.

A customer in the hand is worth two in the bush. It's always easier to keep a customer you already have than find a new one. Service software will help you to anticipate your customers' needs, improve responsiveness and reduce callbacks, thus maintaining a solid customer base.

! IMPORTANT NOTE:

All of these efficiency boosting tips above can be easily achieved through automation software geared to service company needs. Maximizing your service department with Miracle Service™ will make it more efficient and profitable and can deliver a quick ROI.