

Boost visibility and increase field service effectiveness with ServiceNow

The challenge

Improving the customer and employee experience is essential for optimizing your business. Service quality is critical as organizations better themselves against the competition and strive to increase their efficiency. However, using non-integrated systems creates information silos that negatively effect the service at every level. Fast and efficient service is vital to keep your organization operating smoothly.

With ServiceNow® IT Service Management (ITSM) and Field Service Management, you can consolidate your IT tools and field service data into a single platform in order to transform productivity and increase efficiency. Connecting IT and field service can help in the process of making data-driven decisions using performance metrics in order to help mitigate the lack of visibility and cut down on repeat visits and missed service level agreements (SLAs).

The ServiceNow Solution

With the combination of IT Service Management and Field Service Management, issues can be fixed faster due to mobile workers having complete information about the problem and any affected assets. Additionally, IT staff can easily create a field service work order from incidents, problems, or changes in ITSM because it is all one platform. Work orders contain all key information from the originating incident, problem, or change to ensure the field technician is prepared for the task. With the single system, asset information and history along with relevant knowledge base articles are available to help resolve issues that arise. IT staff can also track the status of the related work order from ITSM.

Connecting ITSM and Field Service Management via the Now Platform® allows you to increase your first-time fix rate by sending the most qualified technician for the task. With Dynamic Scheduling, you can automatically assign work to field agents with the right skills and equipment. You can track skills required for each task as well as the skills of each technician to assign to the best available match. Maximize efficiency and meet SLAs by optimizing schedules and routes so your technicians spend more time on tasks and less time traveling.

Also get complete visibility for management through ServiceNow® Performance Analytics reports and dashboards. Performance Analytics is designed to help

Improve visibility between teams

Increase the availability and consistency of information across teams to improve the efficiency of field work.

Create better technician experiences

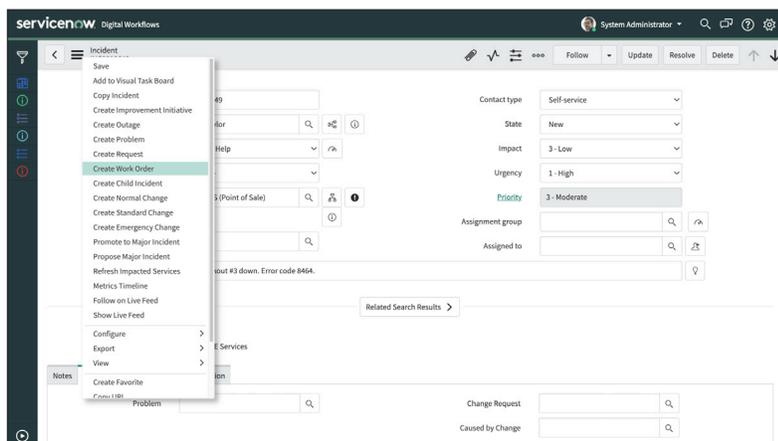
Mobile applications are centered around people to help them work faster with the information they need.

Streamline field service processes

Automatically schedule tasks to the most qualified technician with the right parts in inventory to improve first-time fix rate.

Increase customer and employee satisfaction

Resolve issues quickly with connected tools that make the process easier from reporting to resolution.



Create a field service work order directly from an incident in IT Service Management.

anticipate trends and catch hidden trends to maximize automation and confidently deliver services. Additionally, the performance metrics are used to make data-driven decisions to help improve the first-time fix rate and help identify problems before they are noticeable or prevent them entirely through maintenance.

Tracking information on a seamless platform can be used to better understand problems and how they need to be fixed using structured data. The Now Mobile application is an easy way for employees to report issues consistently to make service in the field more efficient. Now Mobile increases the availability of information by giving employees fast self-help while on-the-go on a single cloud platform providing meaningful work. Employees are able to get service at any time with faster resolutions.

ServiceNow also uses mobile to improve the field service technician experience through applications that are centered around people. ServiceNow® Mobile Agent is a native application for iOS or Android that gives technicians increased visibility through access to work orders, knowledge base articles, and asset management, even while offline. This app allows technicians to update their work progress in real time to increase the availability of information across the board and visibility into the problem being worked on.

Use Case

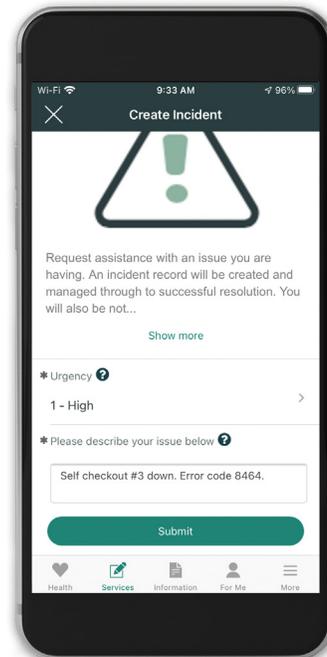
See how a company just like yours uses ITSM and Field Service Management together to enhance their service experience.

A large retail chain needed to track the locations of technicians in the field and ensure store inspections were being performed consistently across regions. They wanted to bring technology in house to provide proactive support to the stores. The field service team was reactive, going out when something was broken versus applying preventive maintenance. When technology was down, it meant lost revenue. Prior to implementing ServiceNow, it took a technician two hours to document all work completed at each store, and devices returned for service frequently had no problem found.

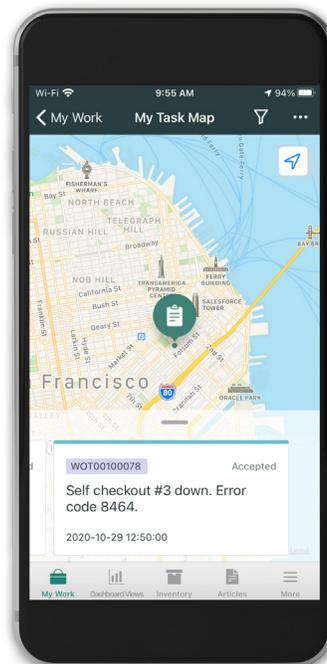
ServiceNow helps this company make their store operations more efficient by allowing them to move to a more proactive service model. This retail chain uses a combination of ITSM and Field Service Management for end-to-end proactive supplier and vendor management from issue to resolution and to support nearly 2,000 retail stores.

With ServiceNow, the technician's documentation time went down to 30 minutes per store. They automated as much as possible to eliminate manual processes and take advantage of ServiceNow workflows. Location tracking using the ServiceNow Mobile Agent application validates technicians are completing their work while in the stores. The "no problem found" rate was reduced by half, resulting in over \$1M savings. Scheduled store visits and maintenance helped reduce seasonal spikes in issue reporting, leading to predictability in resource planning. They saw about a 20% increase in satisfaction improvement by store operators.

Together IT Service Management and Field Service Management can be used to save costs by optimizing the process of responding to issues in the field. Developing informed and engaged employees helps to improve business efficiency and increase customer satisfaction.



Create an ITSM incident in the Now Mobile app to request assistance.



View and record work tasks in the field with the ServiceNow Mobile Agent app.

