



From the office to the field, run your field service business better

NetSuite Field Service Management



Your customers rely on field service experts to fix issues on the first visit and your business relies on them to deliver great service that builds strong relationships and supports revenue growth. To meet these objectives, however, field service organizations must eliminate cumbersome manual processes that hurt service delivery productivity, the customer experience, and overall profitability. NetSuite Field Service Management enables organizations to increase service delivery efficiencies, cut operational costs, and improve customer satisfaction. By connecting, automating, and digitizing end-to-end processes, increasing scheduling efficiency, improving workforce management, and empowering technicians in the field, NetSuite Field Service Management helps your business deliver more effective and profitable field services.

Key Benefits

- **Streamline Scheduling and Dispatch.** Easily assign jobs, matching resources based on skills, availability, and location.
- **Improve Field Visit Outcomes.** Give technicians access to the real-time customer data, asset history, and service records needed to complete work efficiently.
- **Raise Customer Satisfaction.** Deliver timely services that solve the customer's problem in one visit.
- **Reduce Costs.** Better utilization of technicians' cuts overtime, and centralized inventory management increases first time-fix rates and reduces inventory leakage and write offs.
- **Better Business Performance Management.** Make informed decisions and gain insights leveraging data from a single system.

Scheduling and Dispatch

Using a drag-and-drop schedule board, increase efficiency by assigning jobs to the right technicians based on their skills and location, or based on the equipment being serviced. Get real-time status for every job. Easily create service orders from NetSuite cases, sales orders, projects, or against customer assets.

Mobile App

Empower field technicians to access all the information they need from anywhere at any time on their preferred device without having to make calls to the office for missing information. Improve mean time to repair by providing complete job details, including location, service, and asset history, and any safety concerns. Manage parts inventory, capture photos and signatures, and enter and submit expenses on-the-go quickly and easily.

Asset Management

Manage the lifecycle of your customers' assets from installation and commissioning to decommissioning or sale. Track and manage asset costs at every stage, and have full visibility into asset hierarchy, historical usage, and maintenance. Automate warranties, set up preventive maintenance calls, and analyze asset metrics for failure rate, labor utilization, and more.

Inventory Management

Track truck stock and van inventory to ensure that the right parts and equipment are available to meet customer service requirements, improving first time fix-rates and eliminating secondary truck rolls. Inventory can be consumed and monitored from the field using the mobile app to update inventory records. Automated inventory management helps ensure maintenance tool kits are fully stocked and automated tracking helps reduce inventory leakage and write-offs due to lost or missing components.

NetSuite Field Service Management schedule board

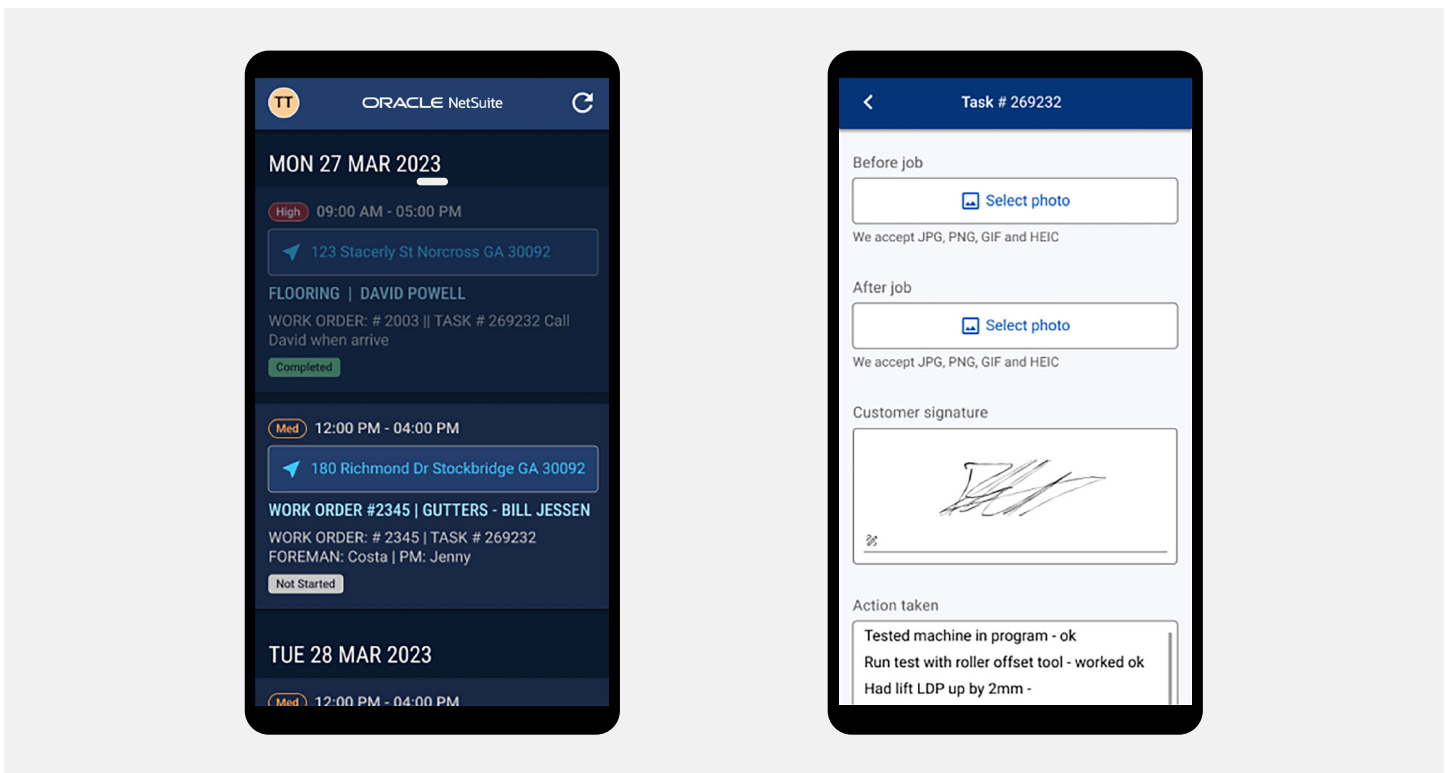
“We’re now providing superior support for our field engineers. They can work more efficiently and provide significantly improved service to our customers with Field Service Management.” Nigel Kelly, Advanced Manufacturing Manager, Headland Technology

Billing

Tie work in the field to sales orders and invoices in NetSuite. Automatically generate invoices based on work done and inventory used in real time, ensuring accurate billing and reduced errors. Automate invoicing and payments for recurring jobs.

Reporting and Analytics

Gain field service insights to make better decisions and drive revenue growth. Understand profitability for every job and associated costs, and track improvements against key performance indicators by leveraging consolidated data all within one system.



NetSuite Field Service Management mobile app