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BUSINESS GUIDE
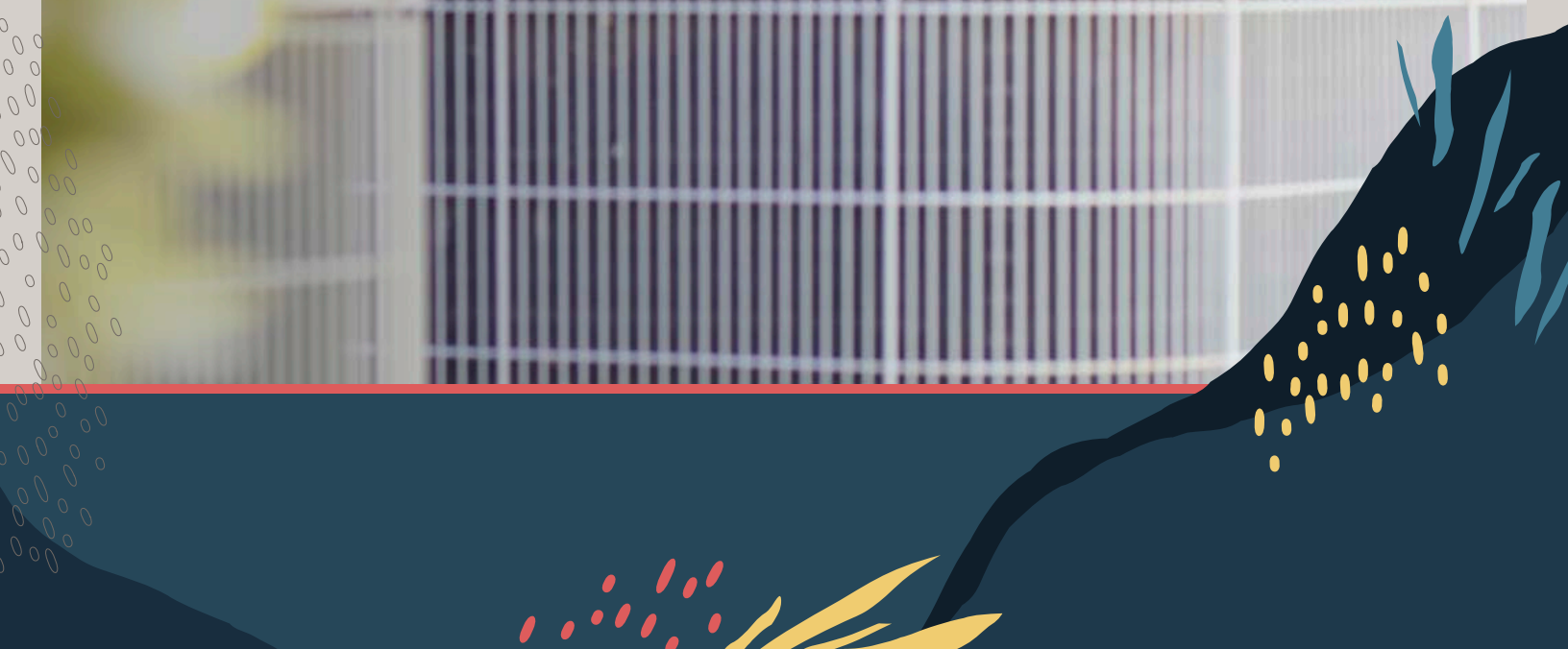
Improve the Profitability of Your Field Service Operations

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Organizations that rely on paper-based manual processes to collect data, manage customer assets, track inventory, and dispatch field technicians often hurt their service delivery productivity, customer experience, and profitability.

NetSuite Field Service Management solution solves these common problems so that your business can deliver more effective and profitable field services which ultimately leads to a rise in customer satisfaction and field services growth.

Common Challenges Field Services Businesses Face

Scheduling

- Low utilization levels < 80%
- Slow response time and limited visibility of team
- Repeated calls and follow-ups

Ensuring compliance and safety

- Manual paper-based process
- Compliance and business risk
- Safety of field staff

Managing inventory in the field

- Stock losses and shrinkage, low first-time fix rate
- Expensive parts; delays in parts request/ drop ship
- Billing issues

Asset management and history knowledge

- Low mean time to repair
- Time spent locating assets
- No asset history in the field, re-work and diagnosis
- Time spent calling office for information

Paper-based systems in the field

- Delays in paperwork back to HQ
- Manual processes, data entry
- Managing customer disputes
- No real-time visibility

Limited KPI metrics and insights from the service team

- Slow decision-making
- Poor resource planning
- Lost revenue
- Lost customer

From the Office to the Field

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. Drag-and-drop scheduling and dispatch lets you streamline job assignments, and a mobile app gives field technicians access to the information they need from anywhere. Combining that with inventory management, preventive maintenance, and customer asset management, NetSuite Field Service Management delivers an end-to-end solution to improve field-to-office communications, build customer satisfaction and loyalty, reduce administrative effort, maximize profits, and drive business growth.

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