

5 Ways Connected Technology is Fueling Successful Service Contractors

Service Management Benefits of Trimble Construction One



Is Your Service Business Truly Connected?

For many specialty contractors, a service department provides a significant source of revenue and helps maintain the business when construction work slows down.

Like many contractors, continual service work might serve as a way to keep money coming in when projects are slow, or maybe service is your primary business. But could you increase your service business if you had more time and resources?

Most service contractors probably could, and technology is the path forward.

Manual processes like paper and spreadsheets to manage service work can get the job done, but they take more time and are prone to human error. Disconnected software for accounting and your service department means data can't flow between technicians in the field and the back office, resulting in duplicate work, errors, poor customer service—in short, you're losing money.



Without a modern, connected service management solution:

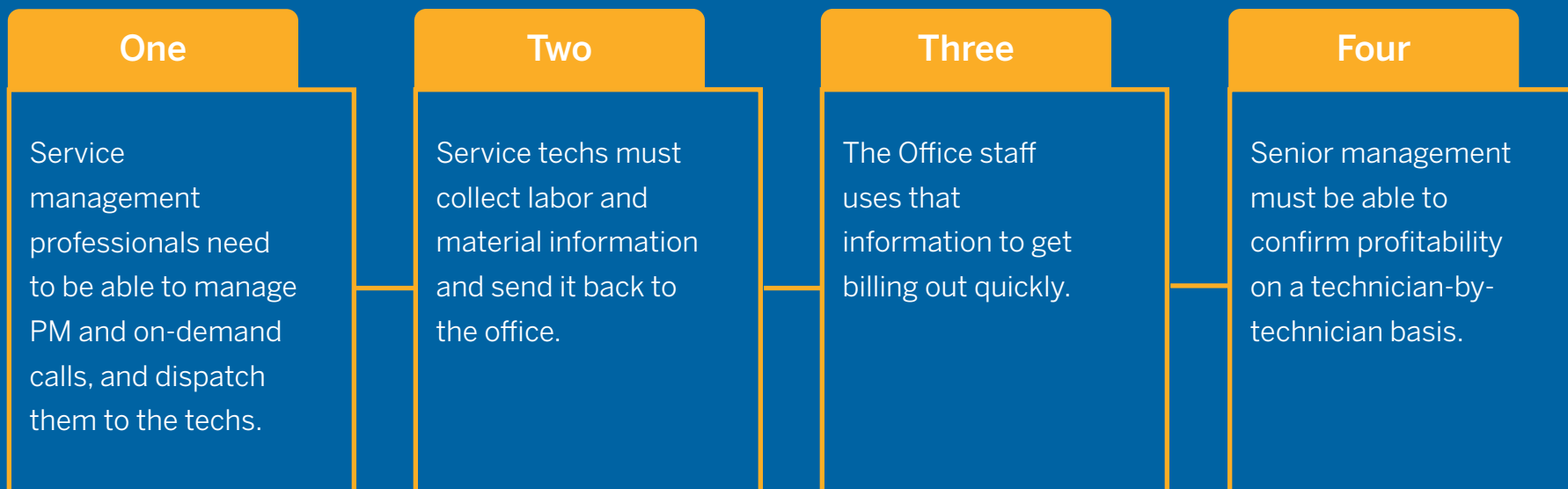
- Recurring service contracts and regular maintenance is a logistical headache.
- Disconnected work order processes create problems between technicians and the back office.
- Technicians waste time because they're doing manual administrative work in the field.
- Ensuring the right technician is assigned to the right jobs, with the right information, can be difficult.
- Inconsistent, missing or wrong information causes delayed billing and cash flow problems.
- Customers become dissatisfied with the slow response time of manual processes and repair times and may impact the quality of work.
- Without the ability to capture direct costs of a work order, service contractors can't understand the true state of their business and manage it appropriately.

A connected, cloud-based service management technology can help you close the gap between the office and the field, provide technicians with access to information, streamline workflows, and provide missing insights to properly manage and grow your service business for year-round income and steady cash flow.

‘Soup to Nuts’ Service Management

Most service contractors have a service business that consists of four basic groups: senior management, office staff, service management professionals and technicians.

Smooth business operation requires each group to seamlessly interact with the others:



What ties these groups together are the systems you put into place to manage the data flowing between them. Accounting, service management, field entry, and management reporting all need to be tightly connected to achieve this. The smoother data can move between systems, the easier the systems are to use, and the better the results will be.

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└ **5** Key Service
Management Benefits
of a Connected
Software Suite





1. Streamlined Back-Office Processes

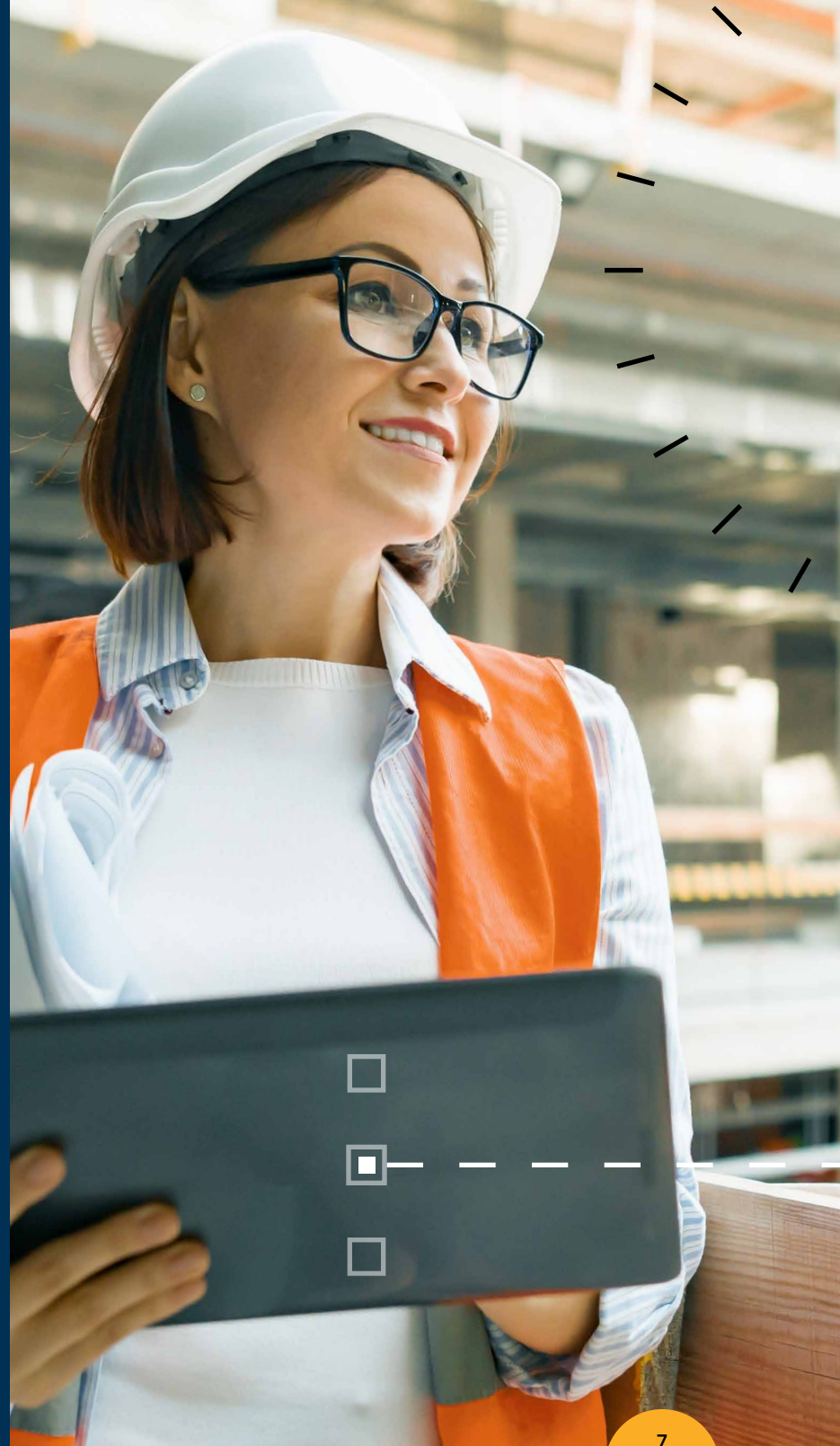


Whether you're installing heating and cooling systems, wiring electrical or plumbing the project, you need to manage everything from job costs to project management workflows to purchasing and billing to employee management to collaborative information sharing. That's where a back-office ERP system comes into play.



A connected, cloud-based ERP solution, the core of **Trimble Construction One**, gives you access to the real-time data and tools you need to ensure your construction work is productive, responsive and profitable.

Once the project is closed out, transition this work into service contracts to continue maintenance and repairs... and continue making money on the project even after it's closed out.



Viewpoint Service Management lets you manage service contracts, schedule and dispatch technicians for maintenance and service work, process and analyze labor and material costs, generate productivity reports, invoices and more. This mobile platform is connected to accounting, service contractors can quickly bill and collect payment, manage cash flow, streamline employee payroll and more.

2. Simplified Work Orders

Both Trimble Viewpoint's [Spectrum Service Tech](#) and [Vista Field Service](#) solutions connect the back office and technicians in the field through iOS and Android apps and a universal browser app.

These connected solutions give technicians a simple mobile field tool to manage and review work orders, assign and update labor, collect electronic signatures, upload jobsite photos and forms, and much more. Technicians can streamline their service activities working online or offline, and provide and receive comprehensive, relevant data without calling the office.

[Spectrum Service Tech](#) and [Vista Field Service](#) are easy to use and quick to learn.





3. Technicians Can Self-Serve Their Needs



No one becomes a technician to do paperwork. They become a trade professional because they enjoy the trade.

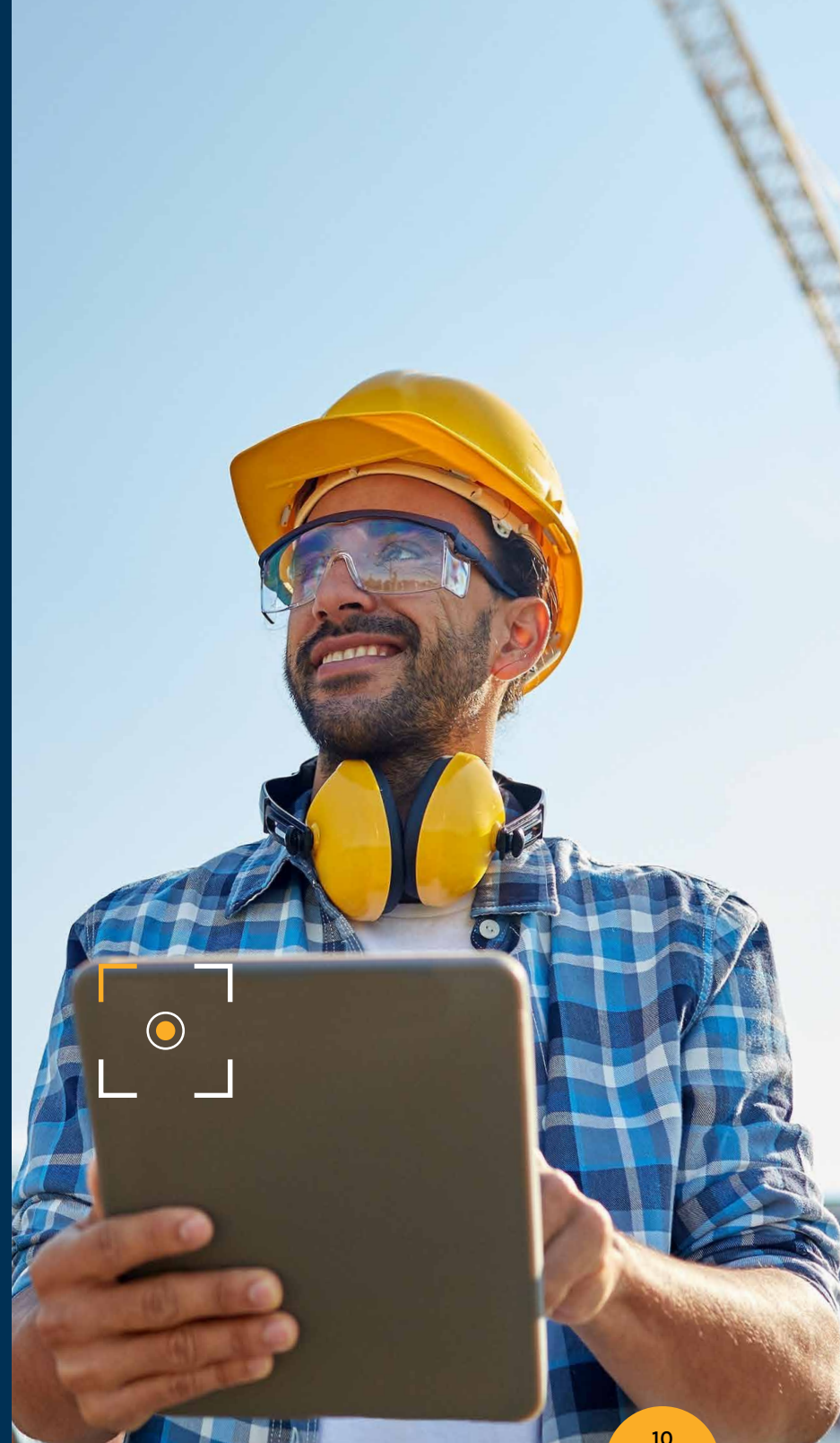


Trimble Viewpoint's **mobile service solutions** eliminate the tedium of creating purchase orders, researching past work orders, or adding non-stock materials to a work order.



Spectrum Service Tech and **Vista Field Service** eliminate those manual processes technicians loathe. Using their mobile devices, techs can gain instant access to the information they need, and provide accurate data to the back office in real time.

Data is instantly synced between field and office, and accurate at all times, and everyone is happy (especially your customers).





4. Accelerate Billing for Reliable Cash Flow



Ideally the time between when a work order is completed and when the bill goes out should be as short as possible.



If you work with paper work orders, we're sure you have plenty of stories where a tech carried the paper work around with him for a week or two before it made it back to the office, obviously delaying invoicing. Or when you had to wait for supplier invoices to arrive before you could bill because your PO system isn't tied into your service management system.



When technicians can't access important work order information right away, billing is delayed. When time passes between the work and billing, you have a cash flow problem.

Additionally, when billing information on work orders is miscalculated or unaccounted for, it impacts customer satisfaction and ultimately, again, the bottom line.

By connecting field processes in real time to back-office systems, your billing cycles become much more timely and accurate.

Technicians can quickly submit approved work orders and invoices directly from the field, meaning the invoices get in the hands of customers faster and you get paid faster. (Your administrative staff also spends less time chasing down payments).





5. Drive Stronger Customer Satisfaction

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Beyond boosting productivity and profitability for your service organization, a cloud-based connected software suite can really improve the customer experience. Your customers will notice the improved speed and accuracy of work, and thank you for it with return business and positive word of mouth.

This is perhaps the most important capital to ensuring business continuity and driving growth opportunities: The integrated technologies behind Trimble Construction One's service management solutions make taking care of your clients' needs easier.

Technicians working directly with your clients need the tools to deliver great customer service. Direct access to work order and customer information ensures your techs are knowledgeable and prepared, and that work is done quickly and accurately. And when customers call with questions about their bill or service, office workers can quickly provide answers.

You can easily pair customers with the same technician and build trust with the customer, making them more likely to sign on the dotted line when the technician makes a service or repair recommendation.

Happy customers and strong relationships
let your business thrive and grow.

The Power of Connected Service Management

If service work is an important revenue-generator for your business, but isn't living up to its potential, you may not have the right technology in place.

Leading contractors are turning to modern, connected solutions like Trimble Construction One with Viewpoint Service Management.

Isn't it time your company's service management operations worked together?



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personal tour!**

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ABOUT TRIMBLE VIEWPOINT

Trimble Viewpoint construction software solutions, part of Trimble Connected Construction, allow contractors to better manage their projects, processes and people, using the data gathered to lower risk and improve margins. With more than 40 percent of the ENR 400 on our platforms, Trimble Viewpoint innovations are transforming the construction industry by connecting operations across financial and HR systems, project management tools and mobile field solutions.

For more information, visit: www.viewpoint.com.

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