

# SUSiEtec WORKFORCE

Easily manage your service management complexity



**14.000**  
Users



**17**  
Years of Experience



**32.000**  
Operations/day

With SUSiEtec Workforce companies **optimize** their **service management workflows**. **Costs are reduced** and **service quality and customer satisfaction are increased**.

- + Efficient service delivery from capture to fulfillment
- + Increased customer satisfaction and customer loyalty through higher service quality
- + Targeted cost reduction in service processing
- + Shorter processing times for service orders
- + Paperless processing
- + Intuitive operation
- + Easy integration into the existing system landscape and/or IoT systems
- + Cash flow optimization through faster settlement
- + Transparent mapping of individual business processes

Your employees process orders on site in no time at all. Your advantage: **All relevant data** from the backend system system are available to the employees **on site**. Feedback such as working hours, material consumption, signatures or activity reports can also be signed and digitally stored on a notebook or smartphone - **as simple as never before**.



## INCREASE CUSTOMER SATISFACTION

by digitalizing of Service Management processes



- › Short reaction times through standardization and
- › Rationalization of service processes
- › Provision of fully integrated web-based
- › Services
- › Digital signing of service reports
- › Higher service quality - minimization of faulty processes
- › Analysis, insightful reports, real-time dashboard data
- › Complete history - also on site



## INCREASE PRODUCTIVITY

by support of the technicians on site



- › Mobile access to all relevant data
- › Uninterrupted work even in offline mode
- › Improve order throughput times through mobile collaboration
- › Provision of expertise for technicians on site, digital manuals
- › Easy integration of partner companies

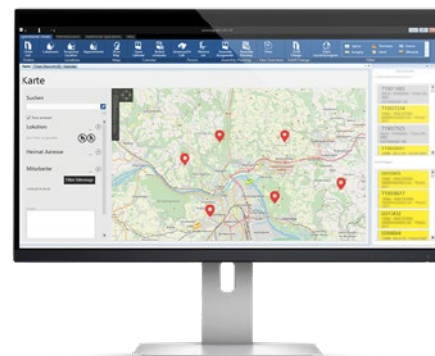


## REDUCE COSTS

by support of the resource planner/service provider



- › Deployment of the right technician for the planned task
- › Deployment optimization based on location, availability and qualification
- › Reduction of waiting time on site due to real-time dispatching
- › Better utilization „in the field“ through Track&Trace
- › Reduced setup times



## SOME REFERENCES

