

Best Practices for Dispatchers

How to eliminate paperwork, redundant reporting and manual administrative work





LET'S ADMIT IT...

Some work tasks seem tedious and redundant over time. It's these manual time-consuming tasks that take time away from what really breathes life into your business, such as providing high level customer service and thinking of new innovative ideas for the company.

While it's important to think outside the box and look for new ways to succeed, there are still tried-and-true best practices of field service management that should be incorporated into the business. These range from improving field operations to boosting employee effectiveness and job satisfaction, reducing costs and cycle times, and, most importantly, improving customer satisfaction.

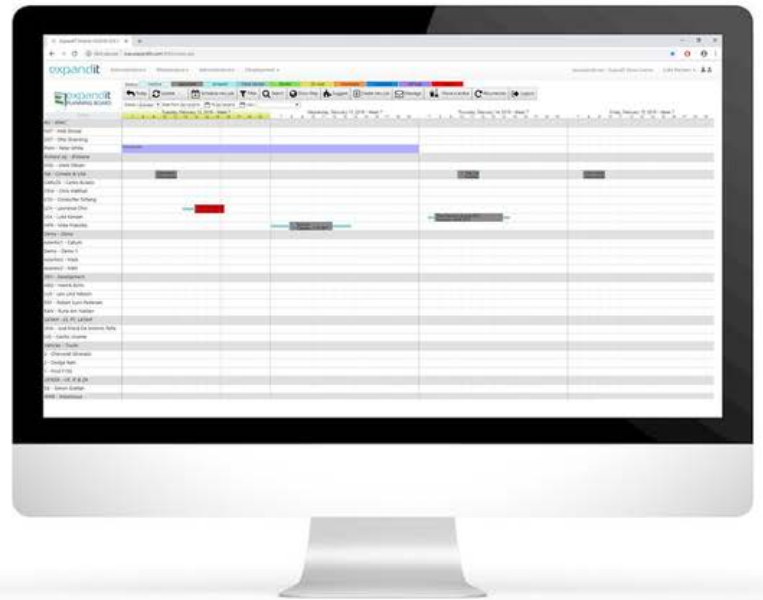
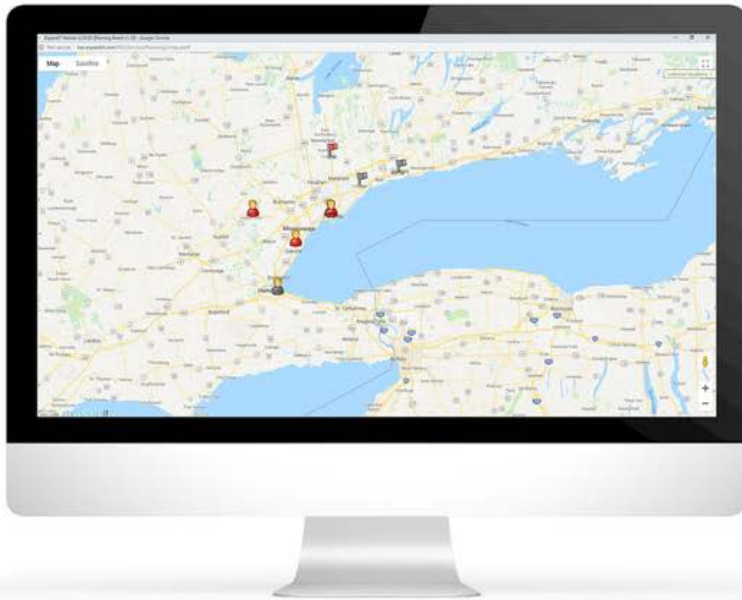
There isn't a single strategy that will work for every company offering field services, **but these best practices for dispatchers are a great place to start.**

EMPOWER YOUR MOBILE WORKFORCE

Most companies realize the importance of having a mobile field service management solution, however few understand the importance of real-time communication and collaboration, which allows dispatchers and technicians to communicate and share data in real-time to resolve complex issues end-to-end.

ExpandIT Field Service Management software provides dispatchers and technicians with everything they need, whether they are in the office or field. Both dispatchers and technicians have complete visibility into work orders, maps, parts availability, checklists, historical job details etc. Technicians in the field can work online or offline and accurately track tasks, materials and time associated with jobs. They can communicate important information in real-time through texts, emails or internally in the solution.





RIGHT WORK ORDERS TO RIGHT TECHNICIAN

Streamlining your work order planning and scheduling process is one of the most effective ways to improve service management operations, increase efficiency and customer service.

A well-executed work order planning and scheduling process, provides visibility to all personnel involved in the process. ExpandIT Resource Planning is built to support dispatchers, allowing for real-time visualization of key parameters for resource allocation, such as job completion status, estimated travel time, technician skills, geo-position, and more.

It includes a Planning Board that is designed to use the available information from Microsoft Dynamics ERP systems in combination with information from the field to enable dispatchers to make informed decisions. Additionally, the software enables dispatchers to communicate with both the customer and service technicians using SMS, email or phone.

EFFECTIVE COMMUNICATION

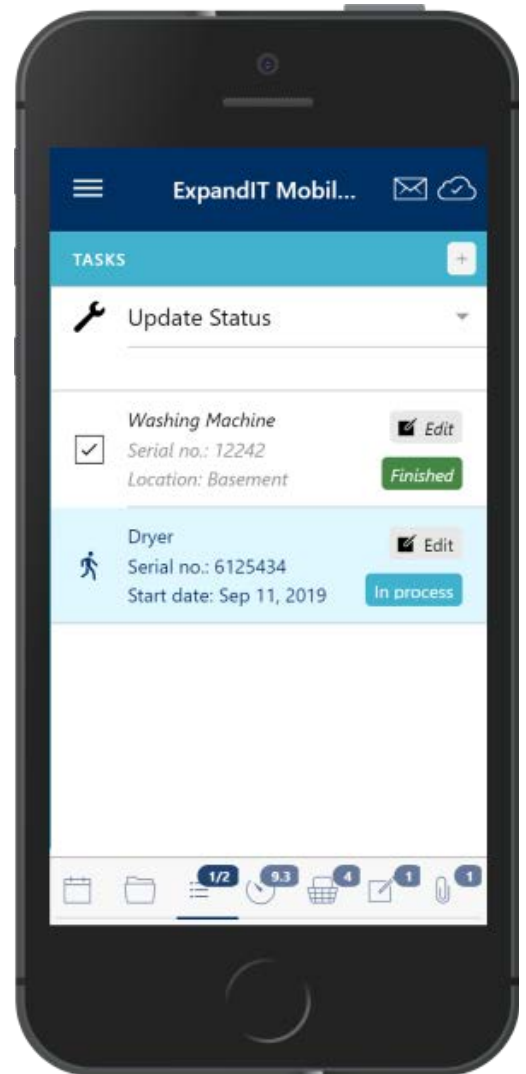


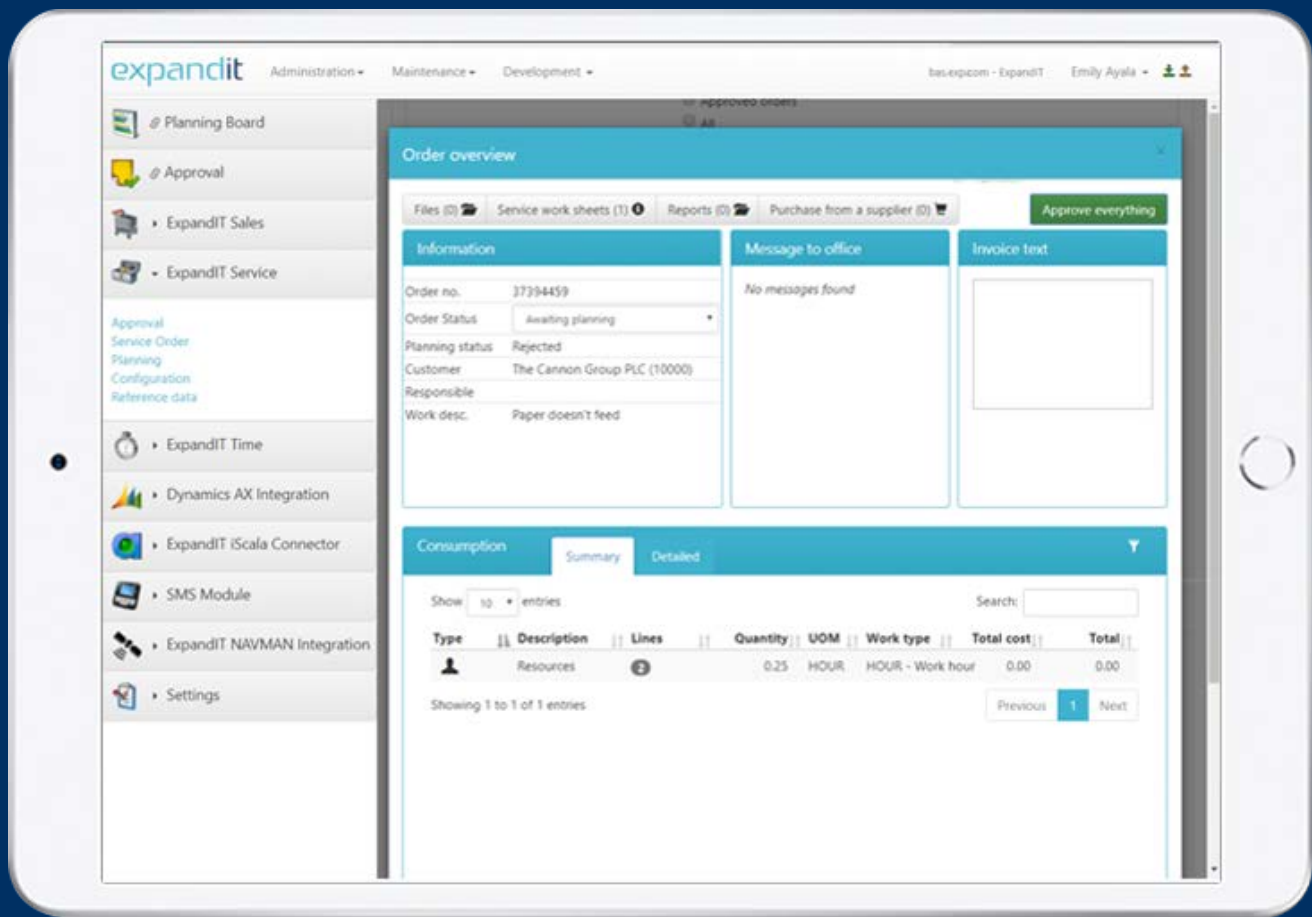
Effective dispatching starts with communication

Improving the communication of assignments to field service workers is essential. One of the key aspects of the dispatchers' job is to make sure that the right people are aware of what tasks they need to complete (where and when) and that they are equipped with the information to complete their task successfully.

The ExpandIT solution enables dispatchers to communicate with both the customer and service technicians using SMS, email or phone. It is a powerful, flexible, user-friendly solution that makes it easy for organizations to improve fix time rates by seamlessly connecting field operations to back office functions. Technicians can view scheduled jobs on their mobile phone or tablet, as well as other important information such as previous work orders and customer history.

Customers can use ExpandIT's Service Portal to communicate with technicians, request service, see the status of a job, view past invoices, pay invoices online, and view past service orders and reports.





INTEGRATE FIELD SERVICE MANAGEMENT WITH EXISTING SYSTEMS

Many software applications may be used as standalone solutions to support business processes, but the real benefits are gained when multiple systems can communicate with each other. If you choose to integrate your field service management software with other systems, you can automate tasks and make it easier for the dispatchers to streamline the technicians' workflows. **ExpandIT Resource Planning** integrates with **Microsoft Dynamics ERP systems**. This means data can be retrieved as required, enabling service technicians to prepare more effectively for a service visit.

A FIELD SERVICE MANAGEMENT SOLUTION WILL HELP YOUR BUSINESS:

- ✓ **EMPOWER YOUR MOBILE WORKFORCE**
- ✓ **STREAMLINE PROCESSES**
- ✓ **IMPROVE COMMUNICATION**
- ✓ **AUTOMATE TASKS**

CONTACT US TODAY TO FIND OUT HOW EXPANDIT CAN HELP YOUR BUSINESS!

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