

EASE OF USE IS THE KEY TO SUCCESSFUL FIELD SERVICE SOFTWARE DEPLOYMENT

THE CONNECTED ENTREPRISE -
CONNECTING THE FIELD AND THE OFFICE



EASE OF USE
AND ADOPTION

IMPACT ON THE
DAY-TO-DAY LIFE
OF A FIELD WORKER

TAKE THE STRESS OUT OF
SERVICE MANAGEMENT



USABLE & USEFUL IS VITAL FOR DEPLOYING FIELD SERVICE SOFTWARE SUCCESSFULLY

While good usability often goes unnoticed, the impact of bad usability can be significant. A user-friendly interface can improve efficiency, reduce errors, and increase user adoption rates. In contrast, a confusing or clunky interface can lead to frustration and resistance to change.

Simply put: Usability matters because it can make or break your success. Field service management solutions have the potential to simplify employee tasks provided that the employees benefit from using it.

Service organizations are constantly looking for ways to improve the quality and effectiveness of their service delivery. Deploying a good field service software can improve the ability to provide better management of your resources.

ExpandIT strongly focus on improving the ease of use of our software. The software needs to be user friendly and easy to use to make doing jobs easier, faster and better.

In brief, the field workers need to love the software – motivation is an important element, where the employees simply like working with the software and are therefore automatically productive. In addition to this, compliance provides the employee or subcontractor with proof of work.



DID YOU KNOW..

74%

**OF FIELD SERVICE ORGANIZATIONS
CONSIDER FUNCTIONALITY OR EASE
OF USE AS A TOP PRIORITY
FOR CHOOSING NEW SOFTWARE**

Organizations are typically looking for a field service solution, which enables fast implementation, a quick learning curve, great support and awesome training materials to support future needs, like training new employees.

Talking to new customers, we often hear how important the usability is. It translates to questions like:

- How much training will my dispatcher or my technician out on the field need?
- How much time will it take to get my company up and running?
- Is there a streamlined training process that ensures a quick learning curve?
- What happens when things go wrong?

Usability encompasses everything from the ease of use of technology solutions to the level of training of your employees to use them effectively. When the solutions are intuitive and user-friendly, you can reduce the training time and improve operational efficiency. This, in turn, translates to improved productivity and profitability for your business.

When a solution is easy to use, the adoption is quicker and can in many cases be used as a job benefit that improves staff satisfaction. Complex solutions can make the adoption process long and expensive, which defeats the objective of using it – if it is used at all!

Spending time learning new, complicated ways of working can result in resistance. Field workers may very well look to go back to the way things used to be done or invent their own, individual ways of using the software.

EXAMPLES OF HOW **EASE OF USE** IN FIELD SERVICE SOFTWARE **MEANS SOMETHING** IN THE **DAY-TO-DAY** LIFE OF A FIELD WORKER



A field worker relying on glasses is working in a dim location. She cannot see perfectly and must squint in the dark to read tiny text and missing an essential instructional detail.

Imagine if her field service solution on the mobile has large buttons, clear colour contrasts, and other strong visual cues that make poor visibility a non-issue. She can then complete her work while still taking full advantage of the software instead of having to stop and go somewhere else with better light.

A field worker must collect multiple client signatures and specific pieces of information for compliance purposes. His mobile device tells him what information to register, when to do it and puts warnings or stops in place if something gets missed.



The software makes the “correct” way the only way to complete the job instead of putting the responsibility and liability on the field worker to get every detail right.



Consider an air conditioning technician assessing an HVAC system. He notices a part that may not have been installed correctly. The field worker can jump into a complete overview of historical details of previous maintenance work for the customer including photos of the item for additional context.

Or a field worker who gets lost and arrives late because directions are hard to find and understand.





DID YOU KNOW...

THAT THE TIME SPENT SEARCHING FOR FEATURES OR STRUGGLING WITH A CLUNKY WORKFLOW CAN ADD UP TO 15 WORKING DAYS PER FIELD WORKER PER YEAR?

ExpandIT Field Service is designed to make the implementation process easier and quicker for field workers. By providing an intuitive and simple solution, it ensures a faster adoption rate which ultimately leads to better return on investment (ROI). And the field workers can do their job in the best possible way, and this enables better decision-making and improved resolution.

Imagine this roughly estimate of what software, that is difficult to use, really costs:

Let's say every employee wastes 30 minutes/day searching for features in a product, or it just takes longer than necessary with complicated software to do what should be simple tasks. Calculated over 1 year, around 15 working days per user are lost.

The right solution brings numerous advantages such as easier workflows, improved completion rates and all the benefits that this brings to the field workers, customers, and the service organization.

The field throws endless obstacles between field workers and the software they need. And if just a few things go wrong, field workers are left without important information and assistance, resulting in jobs that take longer, profit less, or pose more hazards.

When field workers are working in the field, they depend on field service software for everything from directions to history details. And they are often using the software in conditions that are dark, dirty, or even dangerous places that make it difficult to use technology seamlessly.

KEY CONSIDERATIONS ... PREPARE TO DEAL WITH EMPLOYEE FEARS



In general, people are reluctant to change. They thrive on habits and routines, so it's not easy to move them out of their comfort zone. Expect to face explicit and implicit resistance from your teams during a digital transformation process.



The main reason for resistance is fear of the unknown. People know what they're losing, but not what they're gaining. New technologies, especially those that automate tasks, tend to worry employees because they fear that in addition to increasing productivity, technology will lead to job cuts.



Older and more experienced employees are the most likely to worry because they are afraid their value will depreciate. They might also be worried that they won't be able to master the new tools they have been given or they might be worried about monitoring of their work. Consequently, you have to address these concerns in a reassuring and transparent way. Showing honesty and empathy to your employees will help you build trust and overcome resistance to change.



An intuitive field service management solution renders clarity on the work to be carried out. It doesn't matter how extensive the toolbox is, or how gaudy the bells and whistles may be. If the ease of use isn't great, field workers will not use at all or misuse the software incompletely or incredulously.



At best, this is a waste of your software investment. At worst, it will be a showstopper for the field workers and you waste the software's potential to increase revenues, reduce costs, streamline operations, retain employees, and engage customers. Like any other new tool or technology, Field Service Management software may have a bit of a learning curve, but that's okay.

EXPANDIT TAKES THE STRESS OUT OF SERVICE MANAGEMENT

Getting the right person to the right place with the right tools is imperative for field operations to be successful. The intuitive ExpandIT software spares the employee from having to dabble with countless piles of scribbled notes, manual receipts, photos, and more. A digital Planning Board, a corresponding map and a project overview provides resource planners with access to all of the information they need in one place.

Needless to say, ExpandIT makes the work of field service workers smooth and seamless. It spares them from the hassles of administrative work, smoothes out the glitches, and makes the job overall satisfying. Field workers can spend more time on their core competence of repairing machinery, and less time doing unproductive paperwork.

Digital scheduling - Eliminate paper, whiteboards, and trips to the office by making schedules easily accessible digitally.

Complete overview - Provide resource planners with a complete overview of scheduled jobs and resources to ensure optimization. Allow project managers to drill down into the plan to identify tasks running over budget or deadlines.

Proof of work, personal safety, productivity - Communicate and log important information with customers and field workers through the software.

View status - Resource planners can quickly view job status which reduces double booking and enables them to keep customers up to date. Field workers can quickly view and manage their schedule and work orders on their mobile device, tablet or computer.



EXPANDIT SOFTWARE WILL HELP YOUR BUSINESS

- ✓ **CUSTOMER SERVICE**
- ✓ **COMPETITIVENESS**
- ✓ **WORK PROCESSES**
- ✓ **INNOVATION**

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

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