ServiceChannel®

Field Tech Manager

Internal Workforce & Workflow Management for Multi-site Organizations

What Is It?

Organizations have had challenges managing R&M work performed by their internal teams in the same ways as their third party service providers and contractors.

ServiceChannel Field Tech Manager increases operational transparency while easily managing both internal staff and external contractors from the same system. For the first time, facilities managers can manage all R&M work performed by internal staff within Service Automation, as they do with third party provider work.

This integrated field service management module allows:

➜ Companies to manage their own technicians and assign work orders to individual techs

➜ Technicians to interact with and track time against work orders in real time while in the field

➜ Tracking part and supply inventory usage and costs

Who's It For?

Dispatch Mgrs/
Technician Mgrs

Internal/Field
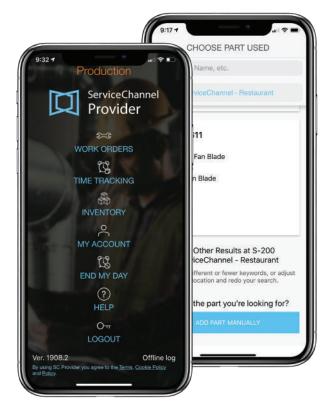Technicians

Facilities
Managers

Benefits

➜ **Increase transparency & consistency.** Manage internal technicians efficiently through greater visibility and ensure SLA compliance.

➜ **Streamline workforce management.** Easily manage both internal staff and third party contractors from the same system.

➜ **Boost workforce efficiency.** Save time by routing work automatically and allowing internal techs to complete all actions via mobile app.

➜ **Manage Inventory.** Accurately track usage and spend on all parts and supplies across locations.

➜ **Enhance reporting.** Integrate richer data on internal technician time, GPS location, and total work order costs into ServiceChannel Analytics.
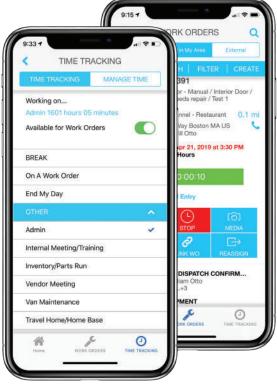
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Features for Internal Techs

➔ View all work orders assigned to them, then accept, cancel, or reassign to others

➔ Create new work orders, or update status, description, NTE, scheduled date, priority, and other details on existing work orders

➔ Log time against work orders, breaks, administrative work, travel, etc.

➔ Mark availability to take on work

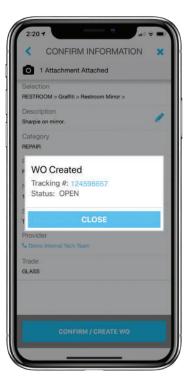➔ Select/record assets and inventory (via ServiceChannel Asset Manager and ServiceChannel Inventory Manager) used on a work order

Technicians can access features on the ServiceChannel Provider Mobile App

View and take actions on work orders

Track time against work orders, activities, and other custom time designations
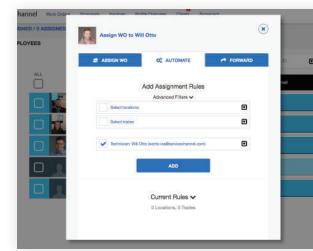
Create work orders and upload attachments

Features for Managers

➔ Dispatch work orders to specific internal techs or define auto-assignments

➔ Automatically forward work orders to alternative technicians or teammates if assigned tech is unavailable

➔ Integrated analytics to track technician productivity and work order details

Overall view of workforce

Manually or auto-assign work orders to technicians. Use the provided template to create and upload bulk auto-assign and forwarding rules.

Follow up with technicians by sending an email within the workforce view.

About ServiceChannel

ServiceChannel transforms facilities management for brands that want to deliver a great customer experience across their physical locations with peak operational performance. Executives and facilities leaders at more than 500 global brands like Bloomin' Brands, Cole Haan, CVS Health, Louis Vuitton, and Under Armour, love the ServiceChannel platform for its marketplace of 50,000 service provider companies, cloud applications, analytics, and intelligence into their multi-billion annual repair and maintenance spend. ServiceChannel is a privately held company funded by Accel, with offices in New York City, Pleasanton, Calif., and London.