

5 field service management red flags you can't afford to ignore

...and what to do when you see one

HVAC, plumbing, landscaping, electrical services – no matter what field-based industry you're in, you can't afford unexpected slowdowns. Choose the right field service management solution to address red flags while you streamline operations, maximize your profits and help ensure efficient use of your resources.



Your drivers are taking significantly longer than you expected to complete their routes.

If you have 5 drivers making 10 stops each, there are over 37 quadrillion route combinations to consider¹... and getting it wrong can cost time, money and fuel. **Fleet management solutions** can eliminate inefficient routing, improve customer service and reduce your fuel expenses with these key features:

- **GPS vehicle tracking** helps you dispatch the nearest vehicle to new calls.
- **Route optimization** arranges your stops to maximize efficiency and decrease fuel expense.

Fleet management can reduce fleet mileage by up to 10%.²



Your time sheets don't match up to actual time spent on the job.

Handwritten time sheets can cost you time and money. Manual systems cost the average small company about \$115,000 annually in payroll errors and inaccuracies.⁶ Not to mention the time it takes to decipher handwritten data. There's a better way.

- **Mobile timekeeping** allows multiple drivers to clock in on the same vehicle, for GPS-verified minute-by-minute accuracy.
- **Wireless forms** provide real-time data entry and automatic time stamping to help verify time on a job.

Automated systems reduce payroll errors and time required for corrections by 60-80%.⁷



Your paperwork is making extra work for you.

Illegible writing, lost documents, inaccurate data... these are just a few of the many reasons why 72% of businesses believe that working "at the speed of paper" will be unacceptable in a few years' time.¹⁰ Which means it's time for a better way.

- **Wireless forms** make form completion easy and accurate, with in-form calculations and the ability to add signatures, pictures and timestamps.
- **Mobile point of sale (POS)** on the U.S. Cellular network means you can speed up payment and deliver excellent customer service in the places you do business.

84% of organizations that implemented a paperless solution achieved ROI in less than 18 months.¹¹

An employee has lost or broken a company Smartphone or Tablet.

You're not alone – 70 million wireless phones are lost each year,³ and 31% of us will accidentally damage our Smartphones this year.⁴ Protect your field service company against the inevitable.

- **Mobile device management (MDM)** puts you in control of data and devices in the field, letting you remotely lock or wipe devices to protect sensitive information.
- **Rugged devices** stand up to the weather you face in the field, as well as impact and vibration, to help reduce costly repairs and replacements.

Businesses can save up to 15% on the total cost of ownership by equipping their field service employees with rugged devices.⁵

A field tech has been unable to reach you in an urgent situation.

Miscommunication can cost the average small business up to \$420,000 per year.⁸ No matter where you or your field employees are, staying in touch should stay top of mind.

- **Cloud-based communication** gives you the ability to route calls and messages so you can stay in touch as if you're at your desk, even when you aren't.
- **Push-to-Talk** connects you in a click, with secure communication capabilities that replace outdated walkie-talkies.

Cloud-based communication grants an extra 32 minutes of average daily productivity per employee.⁹

Eliminate Red Flags With U.S. Cellular® Field Service Management Solutions

U.S. Cellular's suite of field management solutions is designed to help you address red flags at your pace, giving you the flexibility to choose exactly what you need now and add what you want later. All U.S. Cellular solutions are backed by the support of local Business Solutions Experts who provide guidance every step of the way, and by a network that can keep you connected where you do business – in urban and rural areas. U.S. Cellular is also building your next-generation 5G network to provide higher speeds, broader coverage and customized network options.

To learn more, call 1-866-616-5587 or visit uscellular.com/business/fieldservices

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