



# Connect to success with field service solutions for mobile workforces

When you specialize in plumbing, HVAC, electrical, landscaping or other services, you don't just manage an office. You manage people and vehicles on the go, the routes they take, the equipment they use and the connections that make it all work together.

But you don't have to do it alone. U.S. Cellular's flexible field service solutions can help you manage it all. Choose what you need to make your job easier and your customers happier, and add solutions as your business grows.

It's all backed by local business experts who can help you through every step of the process – and by the powerful U.S. Cellular® network, to help keep you connected in the urban and rural areas where your mobile workforces do their work.

## How a Wisconsin roofing company connected to success

**Company:** Hasheider Roofing & Siding, Prairie Du Sac, Wisconsin

**Field service solutions:** fleet management, mobile timekeeping

The president of Hasheider Roofing & Siding knows firsthand how much field service solutions can help. "I ran the numbers ... I figured out that if each guy is off on his time reporting by only 10 minutes per day, that's costing us \$100,000 per year." His decision to implement mobile timekeeping keeps his payroll and invoicing accurate. Fleet management also reduced his maintenance costs, improved customer service, and cut the time he's spending on administrative tasks.



## Field service management solutions at a glance:

**Connect vehicles:**  
**Fleet management** optimizes routes, tracks vehicle maintenance and ensures driver safety.

**Connect people:**  
**Mobile forms** let you finish transactions face-to-face, saving time and paper.

**Push-to-Talk** puts you and your teams one click away for instant communication that saves time.

**Cloud-based communications** keep you in touch with customers and employees no matter where you are.

**Secure your connections:**  
**Mobile device management (MDM)** helps monitor, manage and secure your data and devices.

**Rugged devices** withstand impact, weather and spills in the field.

# CONNECT VEHICLES

Important data is hiding in your fleet – why your fuel costs are unexpectedly high, where the wear and tear on your engines is coming from, and how to decrease mileage. Unlock answers by implementing our fleet management solution. It starts with plug-and-play units that capture data from each vehicle. Then, easy-to-understand dashboards and automatic reports help you visualize that data and turn it into actionable insights that help you build your bottom line.



## Fleet management

Connecting your vehicles gives managers and drivers access to the many time- and cost-saving features included in our fleet management solution.

- **Vehicle maintenance** becomes proactive with diagnostic reports, engine alerts and maintenance reminders that help you reduce unplanned expenses.
- **Route optimization** saves time and miles by evaluating and rearranging stops, while GPS tracking gives you the visibility to send the right vehicle to handle an extra call.
- **Driver safety** is covered with features like seat-belt alerts and notifications for hard braking and rapid acceleration to help you keep your fleet safe and reduce vehicle wear.
- **Workload and fleet planning** are more accurate with month-over-month reports that highlight vehicle use, mileage and time on each job.
- **Mobile timekeeping** helps eliminate rounding errors, manual inefficiencies and lost or hard-to-read handwritten time cards.

## Get across-the-board improvements...

### REDUCE EXPENSES

Fleet management can help you reduce vehicle maintenance by 10-20%<sup>1</sup> at the same time that you're reducing total mileage by 5-10%.<sup>2</sup>

### CONTROL ACCIDENT COSTS

When drivers are wearing seat belts and reducing risky habits, you can reduce accident costs by over 21%.<sup>3</sup>

### PLAN MORE ACCURATELY

The combination of optimizing routes and analyzing workload can increase employee productivity by 10-15%.<sup>4</sup>

### SAVE MONEY

Tracking time more accurately can save you up to \$13,000/year on time-sheet errors.<sup>5</sup>

## Easy to set up. Easy to use.

It doesn't take an IT department to set up a fleet tracking solution, or to start reaping the benefits of the information you'll unlock.

### Cloud

Data is transmitted to secure cloud for processing

### Fleet Tracking Device

Small plug-and-play tracking devices install in minutes



### Your Computer

Actionable insights delivered in easy-to-read reports



# CONNECT PEOPLE

Your business relies on human connections, too – between you, your customers and your workforce. Field service solutions help you create connections you can count on, to build customer loyalty and empower your workforce.



## Mobile forms

Allowing your employees to process transactions and collect signatures on-site means customers don't have to wait to receive a form, and you don't have to wait for payment.



## Push-to-Talk

Add walkie-talkie functionality to Smartphones, so you can send and receive information without guessing if your message was received or waiting for a response.



## Cloud-based communications

Do business from anywhere by automatically routing office calls to a mobile device, or to the appropriate person, so customers get the same level of service each time they call.

Save time and increase productivity...

### STOP CHASING PAPER

Going paperless with mobile forms can save employees up to 3.5 hours per week.<sup>6</sup>

### GET ANSWERS INSTANTLY

Using Push-to-Talk to connect to an individual or a whole group in just a click saves up to 49 minutes per day.<sup>7</sup>

### DO MORE WITH WHAT YOU'VE GOT

Cloud-based communications can improve employee productivity by 93%.<sup>8</sup>

## Eliminate challenges. Increase productivity.

Each of our field service solutions offers unique benefits for mobile workforces, and they work together to help you get work done...

A service tech needs an immediate answer **before he can create an invoice.**



Push-to-Talk + Mobile Forms =



Signed Invoice

Traffic conditions mean you'll have to **re-route drivers and get the message out quickly.**

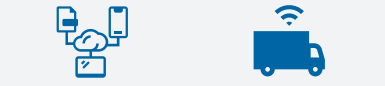


Fleet Management + Push-to-Talk =



On-time Arrival

A customer calls you after hours, and you've got to **get the closest tech to them ASAP.**



Cloud-based communications + Fleet Management =



After-hours Service Delivered

# SECURE YOUR CONNECTIONS

Once you've established connections, you can't risk breaking them by leaving your information and devices vulnerable to virtual and physical damage. But staying safe doesn't require an IT department. Field service solutions can help you protect customer data and reduce downtime – without unnecessary complexity.



## Mobile device management (MDM)

Lock or wipe a lost or stolen device to protect sensitive customer data. MDM also enables you to push updates, apps and security policies to all your devices at once.



## Rugged devices

Choose devices built to stand up to drops, spills, weather and vibration, so your crews don't lose valuable work time waiting for repairs.

Field service solutions from U.S. Cellular work alone or together, offering an unparalleled combination of flexibility, support and network reliability to help you achieve your goals. Wherever you choose to start, let us help you build and maintain the connections that drive success.

Get peace of mind and reduce downtime...

### SECURE YOUR DATA

70 million wireless phones are lost every year. MDM keeps your data safe when a phone is lost.<sup>9</sup>

### STOP WAITING FOR COSTLY REPAIRS

On average, workers lose about six hours of productivity waiting on Smartphone repairs.<sup>10</sup> Rugged devices help prevent damage and eliminate the downtime caused by drops and spills, reducing the overall cost of ownership of these devices by about 15%.<sup>11</sup>

**To learn more about how field service management solutions can help you save time, call 1-866-616-5587 or visit [uscellular.com/business/fieldservices](https://uscellular.com/business/fieldservices)**

We offer field service management solutions for businesses of any size. Every U.S. Cellular solution is 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.

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