Build your way to better:

How flexible field service solutions empower today's managers

Choosing Your Path to Success

Today's field service managers have a lot to manage. With mounting customer expectations, more mobile devices and data than ever, and pressure from competitors, most have already realized the need for increased technology support. In a recent survey, 81% of managers said they plan to use some type of field service management solution within the next five to 10 years.[1] But while that may seem like an obvious decision, success depends on knowing where to start and planning how to grow.

Field service companies like plumbers, HVAC or electrical service providers, landscapers, and anyone with a mobile workforce each have unique needs and challenges when choosing technology. Fortunately, it's possible to balance the risk, time and cost involved — by starting with what you need most now, and building from there. The key is to find a solution that's flexible and backed by personal support to see you through implementation and beyond.

Let's take a look at **three easy ways you can build the best possible field service solution** for your business.

Stage 1:
Connecting Vehicles

Investing time and money to find the right field service solutions for your company can frustrate everyone involved. Fortunately, it's possible to get easy, early wins by starting with just one field service solution: fleet management.

Fleet management solutions include two initiatives: installing small plug-and-play GPS tracking devices in your vehicles, and setting up reports that automatically deliver actionable insights based on data collected by the devices. As a manager, you go from not knowing where you're making and losing money on the road to receiving reports on mileage, fuel consumption, GPS locations, idle times and even driver behaviors like speeding and braking habits.

With connected vehicles, you can:

- **Evaluate and proactively rearrange stops in each route** to save time and complete more work
- **See all dispatched vehicles** so you can send the right one to handle an extra service call
- **Receive diagnostic reports and maintenance reminders automatically** so you can perform proactive maintenance
- **Instantly act on engine issues and emergencies** before they become more expensive problems

Results:[2]

- Increase productivity **10-15%**
- **Save 5-10%** in total miles driven
- Reduce fuel expenses **20-25%**
- **Save 20-30** minutes per day per driver
- Reduce overtime hours **10-15%**

Connecting your vehicles is a great way to get off the ground with field service technology. You'll see improvement, you'll feel more efficient, and you can choose how and when to add on from there.

Stage 2:
Connecting Vehicles *and* People

Connecting vehicles is a great start. You can build on that foundation by better connecting your people as well. A recent survey reported that 61% of field service industry leaders cite "connectivity for technicians" as a major growth and technology strategy that's working for their business.[3] Solutions like mobile forms, Push-to-Talk, and cloud-based communication capabilities help you and your employees work together, and communicate with your customers, easily and efficiently.

With these communication solutions, your employees can:

- **Track time effortlessly, with GPS-verified accuracy,** using mobile time cards that eliminate paper

- **Collect customer data, provide quotes or process transactions digitally** for better customer service

- **Send and receive instant updates using walkie-talkie functionality on their Smartphones** to keep work moving

- **Route office calls to their Smartphones, or to the appropriate employee,** so customer calls are never missed

Results:

- Reduce payroll errors and time required for corrections by **60–80%**[4]

- Save **49 minutes a day** on communications[5]

- Increase customer satisfaction up to **42%** by improving access to reps[6]

By connecting vehicles and people, you'll reduce miscommunications that can cost the average small business up to $420,000 per year.[7] Improving communication and collecting more accurate data go hand-in-hand toward improving your bottom line and maintaining a loyal customer base.

Stage 3:
Safeguarding Your Connections

As you become a more connected company, you'll want to safeguard your assets and data against virtual and physical hazards. 70 million wireless phones are lost each year.[8] A broken device typically leads to employees losing four to eight hours of productivity.[9] A motor vehicle is stolen every 41 seconds in the United States.[10] If any of these are a particular concern for your business, you may consider adding field service solutions like fleet management with its Geo-fencing capabilities, mobile device management (MDM) and rugged devices to help you monitor, secure and protect the things that matter to your business.

With protective solutions like these, you can:

- **Get an alert when a vehicle travels outside a set geographical zone** so you can notify authorities quickly, and increase your chances of vehicle recovery

- **Remotely lock or wipe devices** to protect your company information, and your customers' private data

- **Receive notification when viruses or malware threaten data security**, so you can take immediate action

- **Safeguard devices from harsh environments, weather, impact and vibration** to prevent damage and lost productivity

Results:

- **Save up to 15%** on total cost of device ownership[11]

- Increase the chances of recovering a stolen vehicle **to as high as 90%**[12]

- Reduce the risk of data loss … even though employees share an average of **6 passwords** with others[13]

Field service management solutions are not overwhelming when you use a steady, staged approach. And if you need more support throughout the process, choosing a provider that offers boots-on-the-ground, local support will serve your field service–based business well.

About U.S. Cellular®

With field service solutions from U.S. Cellular, you set the pace while we help you achieve your goals. Our solutions work alone or together, giving you the flexibility to start with what you need and add on later — so you aren't locked into a single solution that isn't fully utilized.

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.

Learn more about field service management solutions. Call **1-866-616-5587** or visit **uscellular.com/business/fieldservices** today.

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