



# Six ways field service companies can reduce unbillable hours and boost efficiency

Field service businesses rely on their mobile workforce to generate revenue. Whether you're a plumbing, HVAC, electrical, landscaping or any other business with vehicles and drivers on the go, efficiency is everything.

In fact, 53% of all field service managers say that optimizing efficiency is their number one challenge.\* And many of them are turning to field service management solutions to overcome that challenge. Designed to streamline operations, each solution can help you gain efficiency in a different way.

Here are six changes field service solutions can help you make quickly and easily.

## 1. Replace inefficient manual data entry tasks

Because of all the moving parts involved in field service management, keeping track of it all is a time-consuming job. Using field service management solutions can help you eliminate manual data entry and inefficient processes in areas that can have the greatest impact on your bottom line:

- **Fleet management solutions** help you manage your vehicles, drivers and routes while eliminating paperwork. Paper mileage and maintenance logs can be automated. And monthly reports reveal insights that would have taken weeks to uncover without fleet management.

- **Business messaging solutions** come in several varieties with features designed for different industries. Choose from solutions that can provide secure Push-to-Talk functionality, automatic storage of messages for easier searching, or access to mobile checklists that replace inefficient paper lists and reminders.

## 2. Limit time spent scheduling and dispatching

Fleet management takes GPS tracking one step further by using data to create optimized routes based on real-time location, and updating routes on the fly when new calls come in or a driver calls in sick. This helps you lower mileage, decrease fuel consumption and eliminate overages on mileage reimbursement.

## 3. Eliminate paperwork

Field service workers are constantly recording important data—customer signatures on a work order, parts inventory numbers, or total costs on an invoice. Making the switch from paper to **mobile forms** on smart devices provides significant improvements in productivity, with the ability to build forms, time and geostamp them, do calculations, add pictures taken on-site, read barcodes and record e-signatures instantly. These tools save time and errors, and streamline recordkeeping.

## 4. Connect the office to the field, no problem

Communication drives field service businesses, connecting you to your employees and customers. Collaboration tools like cloud-based communications ensure you stay



connected on the go. Route time-sensitive calls and messages seamlessly between desk and mobile phones, while Voice Mail to E-mail makes messages easy to access and store.

**Mobile messaging** saves time by connecting you to your field techs—and your field techs to each other—in one click, allowing you to connect to individuals or groups instantly. These productivity enhancers make administrative tasks and field service appointments go smoothly and quickly.

## 5. Work on the go to finish work faster

Rain or shine, the field is essentially the office for field service employees. They need to be agile and sometimes creative to get routine administrative work done. Equipping workers with a **rugged device**, be it a phone or a Tablet, gives them the freedom to work anywhere in any weather, and not lose time backtracking to the home office. Paired with functionality like **mobile forms**, your field service workers will be prepared to collect signatures, better

communicate estimates or schedules (by accessing information remotely), and track their time with greater accuracy.

## 6. Reduce time and money spent on maintaining assets

Aside from employees, your vehicles and devices are your greatest assets, so maintaining them is a top priority. Using a **fleet management** solution will help you save time and money by delivering alerts when a warning light comes on, and reminders when it's time to perform regular maintenance. Both help to reduce unplanned expenses and vehicle downtime by staying on top of needed upkeep.

Your data is another major asset, and keeping it private is not optional. **Mobile device management (MDM)** helps you monitor and secure data on mobile devices, allowing you to lock or wipe lost or stolen devices, and manage company-wide device updates.

## Identifying the right solution, at your pace

Field service management technologies like secure business messaging, fleet management, cloud-based communication and paperless mobile forms are amazing time-savers that let you focus on important things like profitability and productivity goals, and keeping your customers happy with your company's on-time performance.

But getting there doesn't have to be an "all at once" proposition. Consider solutions that let you pick and choose only what you need, so you can solve for your biggest challenges today, and plan for what you might want to add tomorrow. Make sure the field service management solutions you choose are backed by a reliable network, plus the support you need to take advantage of coming 5G enhancements.

**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)**

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### References

\*Field Technologies Online. "Field Service Shared Struggles," 2017. <https://www.fieldtechnologiesonline.com/doc/field-service-shared-struggles-0001>