

ServiceNow Field Service Automation

Benefits

- **Improve End User Experience**
Provide efficient support services for remote end users and equipment, seamlessly bridging the gap between the service desk and field service teams.
- **Increase Efficiency**
Use geo-location tracking to know where field technicians are positioned. Assign work based on proximity, SLA mapping for priority, and auto-routing to determine the optimal route for field technicians to service multiple locations.
- **Bring Visibility to Field Service Operations**
Easily create custom reports and dashboards to understand resource utilization, travel versus work time, failure rates of field equipment, and more key field service management metrics.

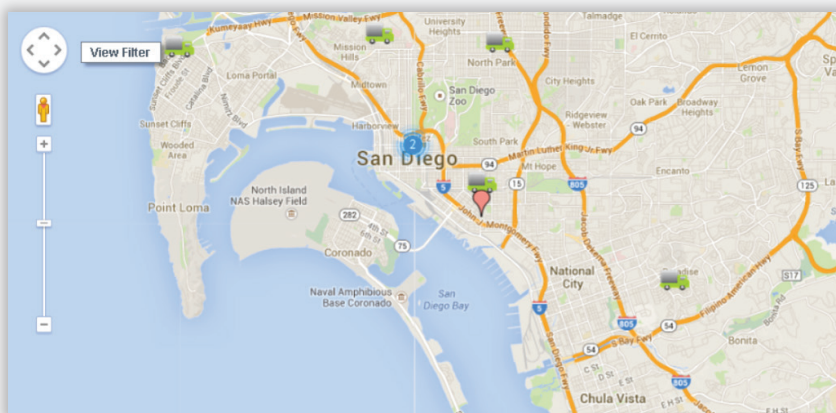
The IT Challenge

Organizations often have people and business operations in field offices and remote locations, with equipment that fails and requires service. When end users contact the service desk to request service for these assets, there are often disconnects between the service desk and the technicians who work in the field. For instance, service desk agents may have to resort to multiple phone calls and emails to ensure that technicians are in the right place at the right time. Or there might be fix delays caused by the sending of field service technicians with incorrect skills or without the right spare parts. End users might be left in the dark about what is happening and may even have to request service again if their issues have not been correctly resolved. All of which result in a poor end user experience and potentially an adverse effect on business operations and even business revenues. Meanwhile, field service team management are often flying blind with little data on, or insight into, field service technician performance and how to improve efficiency and effectiveness in the field. Ultimately, enterprises with distributed operations and mobile workers are often inconvenienced or suffer customer and revenue loss through inefficient and mismanaged field service operations.

The ServiceNow Solution

ServiceNow® Field Service Automation helps enterprises efficiently manage work tasks that need to be performed on location. It matches these work tasks to agent skills, geographic territory assignments, and available inventory. Field service staff productivity is improved through capabilities such as geo-location tracking, auto-dispatch, auto-routing, and the SLA-based mapping of tasks. Field Service Automation works seamlessly with ServiceNow Incident Management to connect service desk and field service processes, and can leverage ServiceNow Asset Management to ensure that the correct parts for the job are available when needed.

The visual dispatch feature gives dispatchers drag-and-drop work assignment capabilities so they can assign tasks to technicians, based on their proximity, availability, and the specific skills required to complete the work tasks. Field service technicians can use the mobile interface, optimized for their mobile devices, to quickly view and record information such as tracking the time they spend on work tasks. Managers can easily customize reports and dashboards to gain real-time insight into utilization, capacity, the end users and locations requesting work, and improvement opportunities.



Dispatch map showing open requests

Seamless Work Orders from Incidents

Field Service Automation is designed to integrate seamlessly with ServiceNow Incident Management to ensure rapid resolution of incidents, no matter where they occur. Work orders can be as simple or as complex as the job requires – from a single work task through to multiple work tasks that can be efficiently completed in a particular sequence by a team of field service technicians. And task dependency relationships can be defined such that one task cannot begin until another task is completed.

Drag-and-Drop Visual Dispatch and Automation

The visual dispatch feature gives dispatchers drag-and-drop work assignment capabilities so they can assign tasks to technicians, based on their proximity, availability, and the specific skills required to complete the work tasks. Dispatchers can see at a glance what times are available for technicians and then drag and drop unassigned work onto available times. A new single-click solution lets dispatchers automatically select the ideal field service agent and use auto-routing to determine the optimal route for them to service multiple locations.

Location-based Management

Dispatchers can use geo-location tracking to know where field service technicians are and assign work based on proximity. They can also use a color-coded SLA map to prioritize or re-prioritize work tasks for field service technicians based on time-to-breach. In addition, a dispatch map enables dispatchers to view all open work tasks to understand work distribution and to quickly identify impacted areas. Work tasks can easily be assigned, and assignments can be changed, just by clicking on the work tasks shown on the map and drilling down into edit mode.

Consolidated Inventory and Parts Management

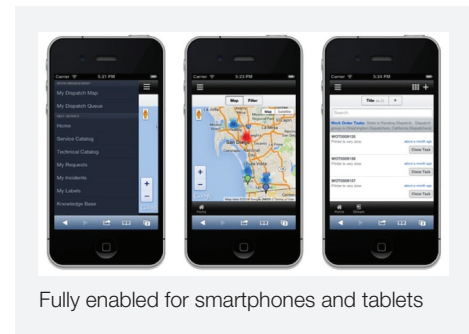
Work tasks leverage the inventory management capability from ServiceNow Asset Management, so there is a single repository for assets in stock and a standard inventory control process for both asset and field service management processes. Asset Management features such as threshold-based stock replenishment and procurement ensure that parts are always available. Work dispatchers can source parts, reserve them for work tasks, and better schedule when work can be done.

Mobile Interface Optimized for Technicians

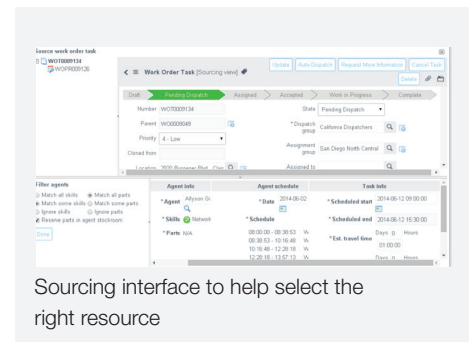
Like all ServiceNow applications, Field Service Automation includes a mobile interface. It is designed for busy field service technicians to quickly view and record information. From their smartphones and tablets, field service technicians can accept tasks, reject tasks, track travel time, track work time, and drill down into the information they need about their schedules.

Customized Reporting and Dashboards

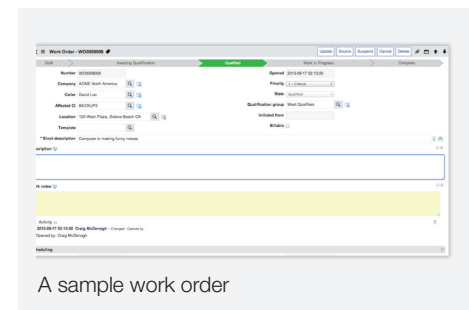
Reports and dashboards can be easily customized to gain real-time insight into utilization, capacity, the end-users and locations requesting work, and key field service management metrics. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Users can right click within a list to generate bar charts and pie charts for instant analysis. They can also define their own personal dashboards by simply dragging and dropping the gauges and reports they need to highlight the most important information. It can also be integrated with ServiceNow IT Cost Management to track and better manage the costs of field services, including inventory and travel expenses.



Fully enabled for smartphones and tablets



Sourcing interface to help select the right resource



A sample work order

servicenow

www.servicenow.com

© 2014 ServiceNow, Inc. All rights reserved.

ServiceNow believes information in this publication is accurate as of its publication date. This publication could include technical inaccuracies or typographical errors. The information is subject to change without notice. Changes are periodically added to the information herein; these changes will be incorporated in new editions of the publication. ServiceNow may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time. Reproduction of this publication without prior written permission is forbidden. The information in this publication is provided "as is". ServiceNow makes no representations or warranties of any kind, with respect to the information in this publication, and specifically disclaims implied warranties of merchantability or fitness for a particular purpose.

ServiceNow and the ServiceNow logo are trademarks of ServiceNow, Inc. All other brand and product names are trademarks or registered trademarks of their respective owners.