



VISUAL PLANNING

Support & Field Service



YOUR NEEDS

Support and field services are a key element of your company's reputation. However, when faced with large numbers of customer requests it can be difficult to ensure effective follow-up, **prioritize the handling of the requests** and quickly allocate the resources needed to resolve issues for optimal customer service.

SUCCESSFUL SUPPORT & FIELD SERVICE MANAGEMENT INVOLVES



Identifying the most appropriate resources to respond to requests based on their skills, availability and location



Quick access to full customer details and requests in order to better target their issues and needs



Good responsiveness and traceability of actions

A support and field service management tool needs to be **adaptable and easy to use**, and enable everyone involved to access the information they need in real time (regarding the customer, products, services, jobs, contracts, etc.).

HOW VISUAL PLANNING CAN HELP

Visual Planning can **increase your responsiveness and productivity** by helping you plan and organize all your support and field service operations and **report back to the customer** immediately.

The main benefits are the improved productivity for our maintenance staff working between various sites, in addition to time saved on administrative tasks through centralized scheduling.

Customer Service Technical Manager – Energy Sector

KEY FEATURES



FOR A HOTLINE OR CALL CENTER

- Schedule and **optimize shift changes** and on-call periods
- **Track customers details** and filter based on customized categories, statuses, contracts or products
 - Monitor the **availability of your resources**, equipment, parts and tools
 - Maintain a single **document repository** (archives and logs)
 - Measure **performance** and anticipate customer demand using precise reports containing all the indicators you need (number of cases handled, average response time, etc.)
 - **Inform your customers** immediately whenever progress is made by sending automated e-mails



FOR MAINTENANCE AND FIELD OPERATIONS

- **Assign the appropriate resources** to complete field service jobs based on skills, availability and location using a simple drag and drop
- **Organize interventions routes** based on staff available
- **Optimize routes** based on each intervention location using the geolocation module
- Give your teams access to their **individual intervention schedules** on tablets or smartphones
- Create and store your **maintenance contracts and intervention documents** automatically in the application
- Monitor the **deadlines and statuses of actions** carried out in the field in real time

THEY PUT THEIR TRUST IN US

SIEMENS



Johnson
Controls 

Visual Planning is available in the cloud or on premise. Ask us to see which model fits your organization's requirements better.

www.visual-planning.com

Visual Planning is a solution developed by Stilog IST