BUSINESS MANAGEMENT SYSTEM

SOFTWARE BUILT FOR SERIOUS SERVICE PROFESSIONALS
BY SEASONED SERVICE PROFESSIONALS

- ✿ CLOUD BASED
- ✿ EASY TO LEARN
- ✿ EASY TO USE

SERVICEBENCH®

INTEGRATED SERVICE MANAGEMENT

ABOUT SERVICEBENCH BUSINESS MANAGEMENT

ServiceBench Business Management System Software enables service companies that provide field or on premise service to maximize the productivity of their work force and is scalable for any size business, in virtually any industry and provides users the flexibility to easily configure the software to run their businesses the way they want to.

Developed for the cloud by seasoned service industry veterans, its comprehensive suite of smart features and functions enables all service company associates the ability to maximize the efficiency of operations in every area of the business.

ABOUT SERVICEBENCH MOBILE TECHNOLOGY

ServiceBench Mobile technology helps you connect, optimize and automate your service company resulting in improved field technician performance and profits!

Making field technicians more productive means identifying and optimizing the way they perform their core functions. It also means moving or eliminating non-core tasks like filling out paperwork and calling the service office to provide and get job updates, technical service information or to order parts.

Service companies that empower their technicians with real time customer, product, parts ordering with connections to suppliers, warranty entitlement and other call resolution information consistently outperform their peers. Simply put, their technicians can complete their work more efficiently and perform more jobs per day with a higher first time call success rate.

Office staff get near instant job updates and can visually see each technician's location for intelligent emergency job scheduling, optimized routing and job assignment.

SERVICEBENCH BUSINESS MANAGEMENT SOFTWARE HAS ALL OF THE CRITICAL FUNCTIONS AND FEATURES YOU NEED TO MANAGE YOUR BUSINESS AND MAXIMIZE PERFORMANCE.

Customer initiates service request through one of the following ways

- Create a Self-Dispatch job
- Customer schedules job online ServiceBench provided web portal
- OEM/Service Administrator creates Service Order*

Job scheduled, driving route optimized and dispatched

- Customer receives appointment confirmation via SMS text or email
- Your company confirms customer appointment; dispatches job to technician's mobile device

Service Part requirements

- Check parts inventory at base or truck
- Order parts from your suppliers with direct connections
- Schedule returning trip to complete service job, if necessary

Service job completed via the Mobile Application

- Customer signature captured
- Invoice created and emailed to customer
- Technician completes service job - service company office notified immediately

WHY YOU MUST CONSIDER SERVICEBENCH BUSINESS MANAGEMENT

☑ Take control of your service company and position it for rapid growth using smart technology – easy to learn, easy to use

☑ Organize your business with a single software solution, anywhere, anytime

☑ Eliminate common issues inherent to many service businesses

- ⚙ Using outdated service software with limited support
- ⚙ Paper work order tracking
- ⚙ Lack of customer history
- ⚙ Manual scheduling and tracking of service calls
- ⚙ Can't locate parts and repair equipment
- ⚙ Unpaid, short paid claims and invoices causing cash flow issues
- ⚙ Trouble locating Field Technicians/Engineers
- ⚙ Low first time fix rate
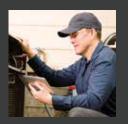- ⚙ Poor customer service reviews

Manage your company from desk top or mobile device, anywhere, anytime.

Technician receives job dispatch on mobile device
- Technician travels to customer site using turn-by-turn directions
- Customer notified via SMS text or email when technician is in transit

Technician arrives on site and performs diagnosis of product
- Illustrated parts list and triage data look up via direct connections to preferred parts distributors
- Photos of product taken using ServiceBench Mobile

Office administrators finalize and close job
- Claim billed to OEM/Service Administrator
- Technician commission reports generated
- All BMS Reports updated

*Applicable only if OEM/Service Administrator uses the ServiceBench System

SERVICEBENCH®
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GETTING STARTED

Learn more about the ServiceBench Business Management System Software

Visit us at **https://www.servicebench.com**

Schedule an obligation-free demonstration **servicebenchsales@asurion.com**

Try it FREE for 30 days by visiting **https://www.servicebench.com/site/bms.php**

Call us **877-472-3624**

ABOUT SERVICEBENCH, AN ASURION COMPANY

We are a cloud based software platform that provides a 360 degree view of a Service Event, connecting the people who manufacture, sell, service and warrant products to their consumers and the networks of companies that provide parts, service and install the product. Our tools focus on connecting trade partners, automating cumbersome business logic providing clients with a real time picture of the Service Event, and valuable analytics to better service their consumers. For more information visit **www.servicebench.com**.

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