

SERVICEBENCH OVERVIEW

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 all the trade partners and automating the cumbersome business logic for each client and providing them with a real time picture of the service event, so they can better serve their consumers.

WHERE WE SERVE

- ServiceBench has extensive presence with industry leading service providers, third party service administrators, manufacturers and distributors.
- Our cloud software platform is used globally by over 175,000 users in the appliance, commercial food equipment, consumer/commercial electronics, electrical, facilities maintenance, home services, HVAC, insurance, IT hardware, outdoor power equipment, plumbing and utility industries.

WORK SMARTER

Real-time data and analytics help you improve quality and reduce operating costs

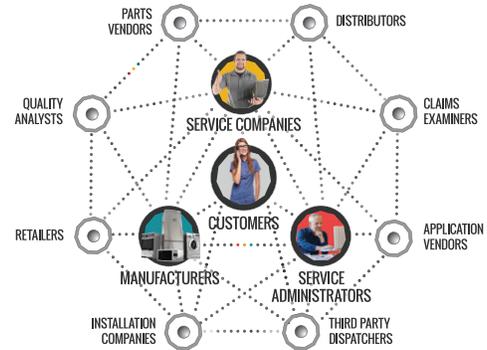
- Instant access to your key business metrics.
- Reports are in real time and easy to understand.
- Gain visibility into entire customer life cycle.
- Product, consumer and service analytics.
- Advanced analytical algorithms identify fraud by flagging atypical behavior.

BE EVERYWHERE

Mobile apps empower field techs and instantly relay service status

- On-site data collection reduces data errors and increases payment collections.
- Fewer administrative burdens let field techs focus on their job.
- Additional status notifications increase convenience and safety for customers.

CLOUD BASED PLATFORM CONNECTING REPAIR SERVICE INDUSTRY PROVIDING A 360° VIEW OF SERVICE EVENTS



GET CONNECTED

ServiceBench integrates your service industry partners via the cloud

Service Administrators can use one tool to

- Configure their unique network of parts, suppliers, distributors and service providers.
- Maintain relationships with preferred service providers.

Service providers can use one tool to

- Receive jobs from any Service Administrator connected to the ServiceBench platform.
- Order parts from multiple manufacturers and vendors.
- Submit claims to Service Administrators and get paid faster.



SERVICE ADMINISTRATORS

Cultivate brand loyalty. Deliver the quality customer service your products deserve.



RETAILERS

Keep your customers coming back with fast, high-quality customer service.



SERVICE PROVIDERS

Get jobs, manage work, and get paid fast! ServiceBench is the one-stop shop.



AGGREGATORS

Warranty providers and online aggregators maximize customer experience and revenue.

Contact ServiceBench

855-308-7297

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PRODUCT FEATURES

Modular, configurable and lightning fast



Job intake and scheduling

A single point of contact receives customer repair requests and tracks service to completion.



Job distribution

Repair jobs, depot work, and installs are instantly dispatched to service providers.



Service management

Exceptional customer service is ensured by real-time network and performance measurement.



Parts management

Service providers can order parts from multiple suppliers from one powerful application.



Claims management

Claims are instantly validated and processed.



Reporting and analytics

Powerful business intelligence and network operations data help you manage your business.



Mobile

The ServiceBench mobile app creates a robust connection between field techs and service operations.



Flexible integration options

Standardized APIs and Web services let you use ServiceBench features directly or to power other platforms.

GUIDANCE & SUPPORT

Experts in the warranty and service industry are on call to ensure you get the most out of ServiceBench.

ServiceBench specialists provide advice on how your company can best configure ServiceBench to maximize efficiency and identify fraudulent behavior. Select the type of support that's right for your organization. You can choose from dedicated or shared support plans.



DATA LOSS PROTECTION & FRAUD DETECTION

Gain peace of mind and prevent financial setbacks by protecting yourself from data loss and fraud.

- ⚙ advanced analytical algorithms identify fraud by flagging atypical behavior
- ⚙ data redundancy and disaster recovery measures prevent data loss
- ⚙ our cloud-based software runs on secure SOCI and PCI-compliant servers, preventing data theft
- ⚙ stringent SLA management

Contact ServiceBench

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