INCREASING YOUR REVENUE FROM SERVICE OPERATIONS BY 35%

- A Fieldproxy Case Study

How Fieldproxy helped a client auomate all their service operations - and how it worked magic for their numbers.

In This Study

RESEARCH

Knowing what you're working with

Analysis

How good or bad is the existing system

Opportunity

What impact will automation have here

Execution

Enter **Fieldproxy**.

Results

Letting the numbers speak for us.

Fieldproxy

RESEARCH

Understanding What The Client Not Wanted But **Needed** To Have

Fieldproxy is at the heart of solving what our clients often fail to see at the first look. To them the problem might be simple - **automating their on ground teams, digitizing an attendance system, and what not** - but the core problem may be lying deep someplace else.

Finding and fixing that problem is what our solutions are built for.

Understanding The Client

The client is one of India's leading HVAC service and solutions providers, and **wants** to be able to know what their field service technicians are up to during their service visits. This may also involve:

- Knowing what their technicians are doing at all times
- Logging in on time and setting up service meetings
- Collecting new repair requests
- Gathering existing customer data for preventive maintenance

WHAT THE CLIENT ACTUALLY NEEDED

A   **Automated Attendance Monitoring**

Location based check-in, check-out systems for their field technicians.

B   **Digital Customer Information Center**

Data on every single existing customer, as well as a list of potential prospects, that can be accessed from anywhere on the globe.

C   **Geofenced Service Checklist And Contract Maintenance System**

Location-based task allocation, so the client would know that their agents are working on the task assigned, and not on other low-priority tasks.

Let Us Know How We Can Help You:

Reach out to our sales team and we'll get you set up and ready to go in just a few minutes.
Reach out to us now!

www.fieldproxy.com
support@fieldproxy.com

ANALYSIS

Where Were The Blockers

Now that we understood what the client really needed, we were able to put a finger on what was limiting their current potential.

What Were The Client's Limitations

Being a large scale company, the client had a number of things holding them back:

Using manual attendance tracking solutions - punch cards, in-house check-ins, and whatnot.

Using WhatsApp and other messaging platforms to keep in touch with their agents - an **extremely inefficient** process

Creating excel sheets every single time for reporting - making it difficult to update the data as services happen in real-time.

Unable to find a way to schedule jobs for all service technicians effectively, creating chaos in the lower part of the hierarchy.

OPPORTUNITY

A   **Automation At Every Level Of The Pyramid**

Provide a fully-functional automated solution for managers and technicians.

B   **Build A Seamless Digital Experience**

Faster customer onboarding and data collecting experiences will result in more aadoption among the field technicians.

C   **Dynamic Reporting Medium**

Data being updated in real-time in an easy-to-present dashboard, that is also customizable and exportable in any format.
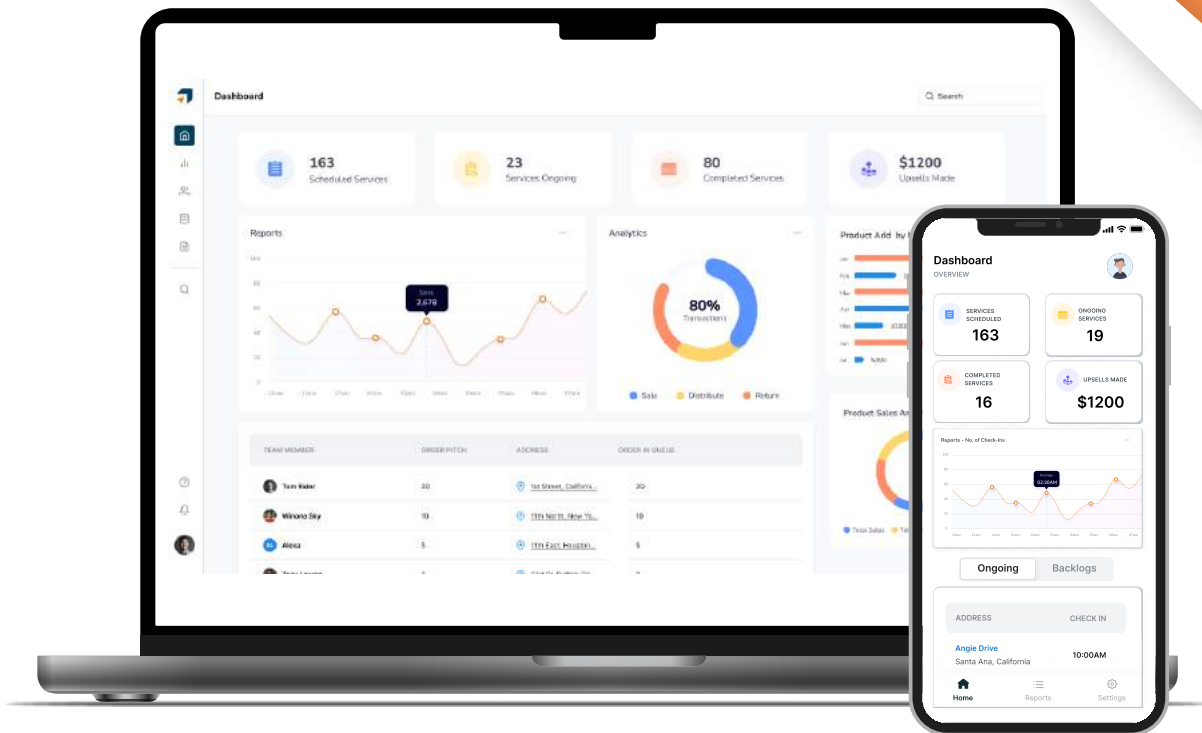
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OUR SOLUTION

Removing All Barriers To Entry For The Client

A **Automated Check-Ins**

Location based check-in, check-out systems for field technicians, allowing them to clock in using their location, instead of having to come into the office.

B **Real-time Notifications For Services**

Managers always stay updated with services created, tasks scheduled, and successful completions. All in real-time, straight from their phones.

C **Seamless Task Scheduling And Updation**

Easily schedule all tasks to your field agents and oversee any hinderances that may occur, without leaving your office.

D **Reporting And Sheet Creation Made Unbelievable Simple**

One click sheet creation and customization along with one hundred per cent flexibility ensures your reports are always accurate, presentable, and reliable.

100%
SATISFACTION

WHAT FIELDPROXY DOES DIFFERENT

100% Flexiblitiy

Fieldproxy believes in complete ownership of clients to the services they subscribe to. We provide you with complete flexibility to change Fieldproxy to suit your business requirements.

No Code Solution Builders

Complete flexibility is only worth anything if it can be used by everyone. Fieldproxy allows for that. With our no code solution building platform, **anyone** can set up an automated workflow in a few minutes.

Pre-built Templates

Not in the mood to create a whole workflow for your solution? Just select one of the various templates we have in our library. One click setup to get you started on automating your business as quick as possible.

Integrations

Zapier, Sheets, Invoices - integrate with any of your existing solutions to build an entire ecosystem using **Fieldproxy**.

The Results?

An end-to-end automation solution for their field technicians ensured that our clients were left happy and thoroughly satisfied with how we changed their approach:

30%

30% Spike In Revenue From Service Operations

When you automate all the monotonous tasks and focus on what's important, the money flows easily.

18k

18k+ Responses On The Fieldproxy App In Two Weeks

Needless to say, the service teams liked using Fieldproxy.

$2k

$2,000+ Saved For Customers Through Preventive Maintenance

Through timely reminders and preventive service scheduling, both the client and their customers made money.

Talk about a Win-Win

THINK **FIELDPROXY** IS THE RIGHT FIT FOR YOUR BUSINESS?

Get a **FREE seven day trial**, no-questions asked, and see how fieldproxy can transform your field teams today.

[Click Here To Sign Up For A Free Trial](#)

On The Fence? [Sign Up For A Free Demo](#) And Our Team Will Reach Out To Clarify Any Questions You Have.