

HOW FIELD SERVICE COMPANIES USE ANALYTICS AND MOBILITY TO STAY AHEAD

In today's challenging business environment, field service companies need powerful enterprise and analytics mobility solutions to help manage work orders, maximize technician productivity, optimize assets, and deliver exceptional customer service.

TASKS

PROBLEMS

SOLUTIONS



ASSET
OPTIMIZATION



Aberdeen Group, The Untold Story from the Field: Reduce Costs and Create Happy Customers

MicroStrategy delivers real-time insights into resources, helping field service companies uncover opportunities to improve process efficiencies and increase their return on assets.



CUSTOMER
EXPERIENCE

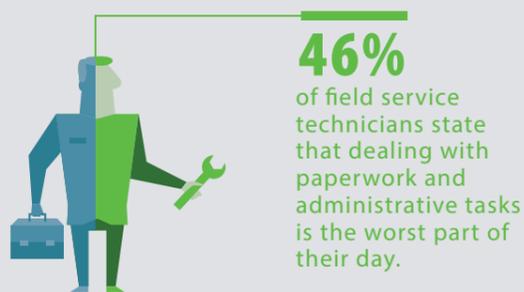


Accenture, Field Installation & Repair Services Transformation: Effectively Managing Field Operations While Improving the Customer Experience

MicroStrategy enables companies to supply their customers, technicians, and dispatchers with personalized, convenient access to real-time information. With insight into billing, contracts, customer service, or service calls and disruptions, organizations can better deliver a top-notch customer experience.



ESTIMATES AND
EQUIPMENT INSPECTION

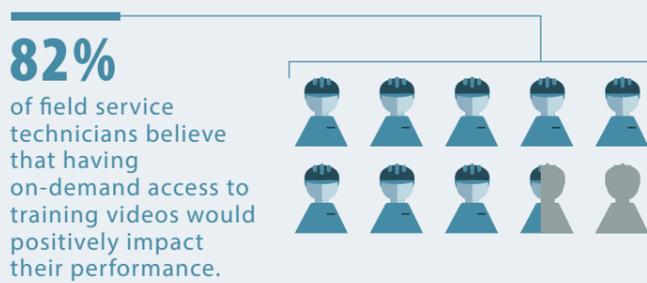


TSC, Field Service in 2016: The Technician's Perspective

MicroStrategy mobile apps reduce paperwork and accelerate documentation processes by enabling technicians to capture and submit data — including photos and supporting records — from any location.



TECHNICIAN
TRAINING

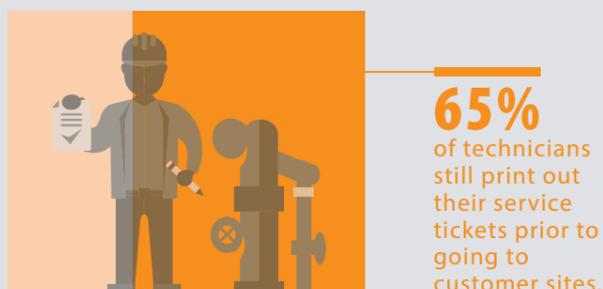


TSC, Field Service in 2016: The Technician's Perspective

MicroStrategy mobile apps integrate data from a wide range of sources to deliver remote access to training videos and materials related to safety, equipment, company procedures, repairs, and installations.



WORK ORDER
MANAGEMENT



2016 Salesforce Connected Service Study

MicroStrategy mobile apps provide technicians with real-time visibility into comprehensive work order information — ensuring seamless operations and eliminating the need for printing.

Field service companies rely on **MicroStrategy** to help streamline dispatch operations, optimize asset usage and technician productivity, and improve customer service and first-time fix rates. Learn more at microstrategy.com/us/solutions

MicroStrategy