The challenge

Organizations that deploy field service staff as part of their day-to-day operations need to successfully manage work orders, optimize the deployment of their valuable assets, maximize productivity, and provide exceptional customer service. Safety concerns, vehicle and equipment maintenance, and the emergence of new technologies also contribute to this challenging business environment. To stay relevant, it’s critical for field service organizations to eliminate information silos and harness the power of their data to drive performance and efficiency.

The solution

MicroStrategy is an integrated enterprise analytics platform that equips field service organizations with powerful tools to help them streamline dispatch operations, optimize assets, promote safety, and deliver outstanding customer service. These comprehensive, secure solutions pull together data from various sources, provide a comprehensive view of information, and enable users to make better, more timely business decisions. And by leveraging our mobile platform, organizations can build custom, native mobile apps that empower field service management and technicians to better manage work orders, monitor performance and resource allocation, help improve customer service, and boost first-time fix rates.
Top Field Service applications

- **Dispatch operations**  
  Provide better visibility into call center operations, customer satisfaction, work orders, and resource allocation.

- **Call center authentication**  
  Leverage remote identity authentication capabilities to help prevent identity theft and reduce call center operational costs.

- **Asset optimization**  
  Deliver real-time insights on asset availability, reliability, and efficiency.

- **Field service management**  
  Enable field service managers to obtain a comprehensive view of work statuses, resource utilization, and technician performance.

- **Work order management**  
  Provide real-time visibility into job statuses in order to improve customer service and first-time fix rates.

- **Estimates and equipment inspection**  
  Streamline job estimates and equipment inspections by enabling mobile, on-site data entry and fast information sharing.

- **Technician performance**  
  Boost field technician productivity by giving them instant visibility into their performance and how it compares to their peers.

- **Technician training**  
  Put powerful service enablement tools directly into the hands of your field technicians.

- **Safety and emergency response**  
  Access information on worker location to better respond to emergency situations.

- **Employee time and attendance**  
  Replace timesheets and paper-based processes with automated, proximity-triggered clock-ins via a user’s smartphone.

- **Customer portal**  
  Supply customers with timely information related to service calls, billing, and customer service.

Field Service departments rely on MicroStrategy to build powerful analytics and mobility applications that transform data into real-world intelligence and help them answer their toughest business questions.