

# Field Service Management

Deliver Exceptional On-Site Service and Drive Operational Excellence

Go beyond traditional field service operations and provide exceptional on-site service. Transform your field operations with intelligent automation, real-time visibility, and seamless collaboration. Empower your technicians with the right tools and information to deliver faster resolutions and better customer experiences.



## Efficient Operations and Real-Time Visibility

Streamline your field operations and gain complete visibility with ServiceNow Field Service Management. Optimize scheduling, automate task assignment, and monitor field activities in real-time to ensure timely service delivery and enhanced customer satisfaction. Empower your team to manage complex field service scenarios seamlessly.

- ✓ Omni-Channel Intake & Automated Routing
- ✓ Real-Time Activity Tracking
- ✓ Dynamic Work Order Scheduling & Dispatching
- ✓ Integrated Knowledge & Robust Reporting



## Single Pane of Glass Through Effective Integrations

Enhance collaboration and simplify field service operations by connecting FSM with other systems such as inventory management, asset tracking, and IoT devices. Provide technicians with the tools and information they need, all in one place, to improve efficiency and resolve issues faster.

- ✓ Technician Mobile App with Offline Access
- ✓ Integrated Asset and Inventory Management
- ✓ AI-Based Predictive Maintenance
- ✓ Streamlined Collaboration Tools



## Streamlined Customer Onboarding

Accelerate the onboarding process for with intuitive playbooks, guided setups, and real-time support. Equip your field service team with comprehensive task workflows, ensuring consistency and efficiency from day one.

- ✓ Standardized Task Templates and Playbooks
- ✓ Configurable Training Modules
- ✓ Role-Based Dashboards for Easy Tracking
- ✓ On-Demand Knowledge and Support



## Advanced Scheduling and Route Optimization

Maximize efficiency and reduce travel costs with advanced routing and scheduling tools. Automatically assign the right technician to the right job based on skills, location, and availability. Improve service response times and enhance customer satisfaction.

- ✓ AI-Driven Route Optimization
- ✓ Intelligent Technician Assignment
- ✓ Flexible Scheduling Options
- ✓ Real-Time Updates for Customers and Technicians

### ABOUT US

NewRocket is a global, full-service, elite ServiceNow partner who can help solve your toughest business challenges.

### LEARN MORE

[NewRocket.com](https://www.newrocket.com)

