ESAS SERVICE CRUISER™

The platform approach for
Field & Remote Service Management

service cruiser ™
by **esas**

SERVICE CRUISER™

SERVICES

1. **Service Cruiser™ – The SaaS Platform**
- Mobile, Desktop, Dispatch, Wallboard, Reporting & API's
- Customer Notification (sms, email & web app)

2. **Service Cruiser™ – Professional Services**
- Service Design & Business process consulting
- R&D: PM, Analyse, Develop, Test & Consult
- SLA Management
- Support : Service Desk & Training

3. **Service Cruiser™ – Strategic Service Consulting**
- Green Field, Reorganisation, Outsourcing and M&A Service Consulting
- 2 day strategic workshop

Service Cruiser™: Robust, performant, secure & scalable

	Service Cruiser Availability						
	Monthly during Support Window.						
	Agent	Gantt	Mobile	Desktop	Portals	REST API	Scheduler
2018-01	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
2018-02	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
2018-03	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
2018-04	100,00%	100,00%	100,00%	100,00%	100,00%	99,44%	100,00%
2018-05	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
2018-06	100,00%	100,00%	100,00%	100,00%	100,00%	99,76%	100,00%
2018-07	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%
2018-08	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,76%
2018-09	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	99,95%
2018-10	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%

~ 0 or 1 incident per month

**Additional Tier of Cloud Firewall
Next to existing Azure Security
GDPR Compliant**

Active users on the platform

3867

2571

+50% !

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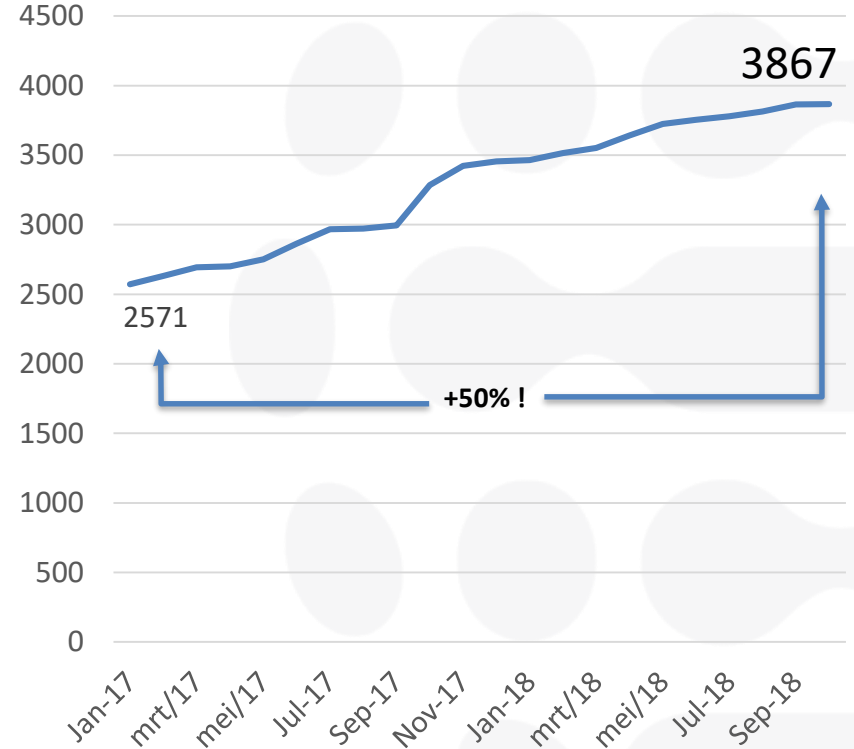
SERVICE CRUISER™

STANDARD PLATFORM

- **Microsoft Azure**
  - Security mechanismes
  - Disaster Recovery :
    - Prime in Amsterdam
    - Backup Dublin
  - Continuous Backup & Recovery
  - 24/24 7/7 Monitoring
  - Azure service components

- **Service Cruiser Environments**
  - Production
  - Development
  - UAT
  - Demo

- **GDPR Compliancy**

More certifications than any cloud provider

SERVICE CRUISER™ REAL-TIME FIELD SERVICE AUTOMATION

Your company	Your company	Customer	Your company	Your company	Your company	Your company
Contractors	Contractors		ESAS Contractor	ESAS Contractor	ESAS Contractor	ESAS Contractor

Contact Center — Retailers — Remote Service Manager — Field Service Manager — Field Service Dispatch — Service Q&A Support

Portal/iFrame — Portal/iFrame — Portal/iFrame — Order Mgt API — Desktop Dispatch Wallboard Reports — Desktop Dispatch Wallboard Reports — Desktop Dispatch Wallboard — Desktop Reports

Apps, Reports

Your company — CRM
Your company — Warehouse
Your company — OSS

Order Mgt API — Inventory API

Apps, Reports

APIs

service cruiser™ by esas — SaaS

Mobile

Apps

Mobile

Your company / Contractors **Door 2 Door**

ESAS / Your company / Contractors **Warehouse**

IOT Device

ESAS / Your company / Contractors **Field & Remote Service Technicians**

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Service Cruiser™ Scheduling
Features

The essence of field services is to get the <u>right</u> person with the <u>right</u> equipment to the <u>right</u> customer at the <u>right</u> time.

- ✓ **Real-time Continuous Automated scheduling based on more than 85 scheduling parameters:**
    - ✓ New/changed order status information from API & Mobile
    - ✓ Competences/skills
    - ✓ SLA with client (appointment, time stamp or pool task)
    - ✓ Location/Route/ Real Time Traffic / Travel Cost / Hour Cost
    - ✓ Activity Duration / Priority / Pre-decessor or succesor tasks /
    - ✓ Tools/Materials required / Opening Hours / max delay
    - ✓ Resource Availability (LEGAL pauzes fixed/variable) / Region
    - ✓ …
- ✓ **Dispatchers Focussed on:**
    - ✓ Customers & Technicians
    - ✓ Exception Handling/Alarming (SLA in danger, technicians prohibited, delayed by illness, weather or accident, etc.)
    - ✓ Capacity Management & Data Quality
- ✓ **Scalability in scheduling is unique:**
    - ✓ Linear scheduling (vs logaritmic scheduling !!!!)
   - ✓ Simply on demand adding of calculation engines
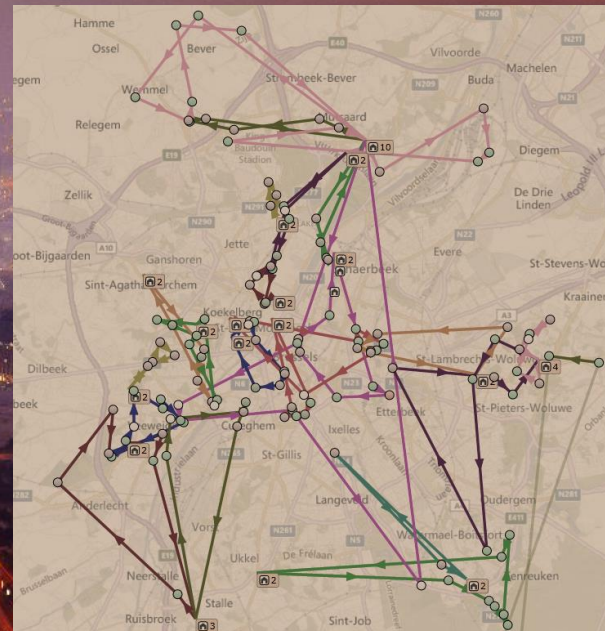
The Service Cruiser™ Dispatcher Module provides an overview on intraday activities and the means to intervene on exceptions

✓ Chrome Web Based App for Android, Windows & IOS (tablet form factor)

✓ Secured encrypted connection & local data store

✓ Default mode is full-automatic scheduling
  ✓ Manual scheduling possible
  ✓ Task Basket mode possible

✓ Dispatch Views
  ✓ List view
  ✓ Planboard / Gantt
  ✓ Periodic view

✓ **Monitor & optimize your resources in real time**
- ✓ **Reduce unnecessary & de-optimal manual expedites**
- ✓ **Improve on-time performance**
- ✓ **Enhancing customer service levels**

✓ **KPI Wallboard**
- ✓ **Real time intraday KPI performance**
- ✓ **Identifies capacity problems with a blink of an eye**
- ✓ **Lets the dispatcher focus on the right actions ro resolve**

Service Cruiser™ MOBILE
Features

- ✓ **Chrome Web Based App for Android, Windows & IOS (tablet form factor)**
- ✓ **Secured encrypted connection & local data store**
- ✓ **Online/offline mobile data logging (GPS tag, signature, print, scan, files, …)**
- ✓ **Real time scheduled service orders & instructions with guided workflow**
    - ✓ **Technician can see customer service history**
    - ✓ **Technician can also pull service tickets out a basket near his GPS location**
    - ✓ **Technician can create service tickets (jobs & incidents)**
    - ✓ **Technician can create proposals, sales and surveys with Digital Customer Sign-off**
    - ✓ **Simple start-stop time logging also available on smartphone**
- ✓ **Service order sign-off (digital)**
- ✓ **Material management:**
    - ✓ **Used items / In-van stock / RMA / Stock count**
    - ✓ **Auto order of value materials & Manual Order of consumptions materials**
    - ✓ **Technican stock exchange**
- ✓ **Customer / Call Center / Technician feedback on Service Order**
- ✓ **Technician sees his KPI view**
- ✓ **HR Admin & availability requests (holiday, overtime, breaks, shifts, …)**
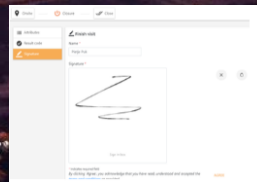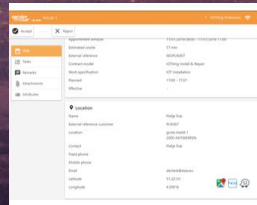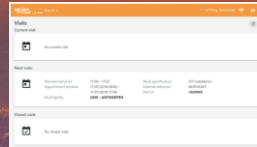
✓ **Standard Windows Desktop Application**

✓ **Secured encrypted connection & local data store**
  ✓ **Tracking & logging of all user changes**

✓ **User Management**
  ✓ **Manage all applications & modules users/roles can access**
  ✓ **Create users/roles with different profiles**
  ✓ **Possibility of limited time usage (preconfigured start date/end date)**
  ✓ **Read-only access, limited/selected fields a user/role can update**
  ✓ **Manage features a user/role can access within the UI, if applicable**
  ✓ **Control the data access, with multiple accounts/roles**
  ✓ **Assign contracts, …**
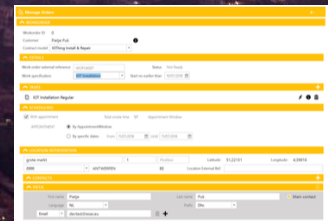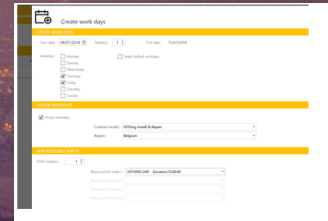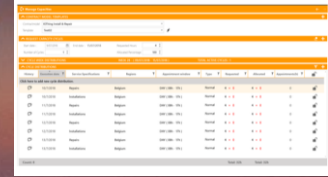
✓ **Contract Management**
- ✓ **Define & manage service orders, work orders and work order tasks**
- ✓ **Define & manage skills, regions, SLA's & parts**
- ✓ **Define & manage scheduling business rules**
- ✓ **Define & manage logistics**
  - ✓ **Part configuration of 19 parameters, pictures and usage (forward, reverse & RMA) of parts**
  - ✓ **Set re-order point and re-order level of parts**
  - ✓ **Create pick & pack orders for your WMS with aggregated value & consumptions materials**
  - ✓ **Send Notification of overnight deliveries to technicians**
- ✓ **Define & manage contract KPI's**

✓ **Capacity & Forecast Management**
- ✓ **Monitor & Manage the balance between internal/external capacity and the rolling forecast**
  - ✓ **Balance supply and demand of resources**
  - ✓ **Real time overview of the actual workforce capacity & forecast**
- ✓ **Internal and External technician management (Subcontractors)**
  - ✓ **Calculate required external capacity for customer and business demand**
  - ✓ **Order & Manage additional subcontractor capacity according to contract terms** (geographical area, skils, orders, …)
  - ✓ **Subcontractors can manage ordered capacity and their technicians**

Service Cruiser™ API's
Features

Besides the Human/User Interface, Service Cruiser™ offers a M2M Interface

- ✓ **Secured encrypted REST API connections**
- ✓ **Technician/Resource API**
  - ✓ **Resource information (Name, Home Locations, Skills, …)**
  - ✓ **Resource Availability (shifts, sick, holiday, …)**
  - ✓ **Resource Provisioning on contracts**

- ✓ **Service Order Management API (and logistics)**
  - ✓ **Create, manage, update and query status information of Service Order orders**
    - ✓ **Materials, Time, Tasks, SLA, …**
  - ✓ **Intake of sales- or service orders according pre-defined products/tasks /SLA's**
    1. **Appointment booking according to customer's specific needs**
    2. **Incidents with predefined SLA resolution time upon ticket registration**
    3. **Pooltasks with long SLA**
  - ✓ **Lookup of Complete history view of all customer interactions (on-site operations, work orders, …)**

- ✓ **Device API (H2 2019) (monitoring data for Mobile & AR)**

- ✓ **i-frame appoint booking portal**
  - ✓ **Customer appointment creation, change or delete**
  - ✓ **Insertable in standard customer web-site**

- ✓ **By SMS & Email**
  - ✓ **Customer appointment notification**
  - ✓ **Customer service order report**
  - ✓ **Customer satisfaction survey**

✓ **Customer Web App a third channel to communicate with the end-customer**
- ✓ **Access from web, IOS or Android App**
- ✓ **An uberlike end customer experience**
- ✓ **Show the Customer Journey of an ordered service**
- ✓ **General for all customers**
- ✓ **Styled per customer**
- ✓ **GDPR Compliancy towards**
  - ✓ Technician
  - ✓ End-Customer
- ✓ **Gamification component to encourage engineers to perform better, with real-time feedback to the service engineer's mobile application**

✓ **What will be in the end-customer webapp (V5 customers only)**
- ✓ **See ordered service**
- ✓ **Ability to reschedule your appointment**
- ✓ **Add the appointment to your google, apple or windows calendar**
- ✓ **Show ETA to the customer**
- ✓ **See my technician driving (last mile live and before polling every x minutes)**
- ✓ **Immediate re-intervention possible if the original intervention was not satisfying**
- ✓ **Customer survey : CSAT, NPS & CES**

DRIVER IS ARRIVING NOW

Service Cruiser™ Technician Notification
Features

- ✓ **By SMS & Email**

- ✓ **Standard notifications**
  - ✓ **General Field Technician notifications**
  - ✓ **Field Technician parts delivery notification**
  - ✓ **Track & Trace**
  - ✓ **Field Technician on-guard service order notification**
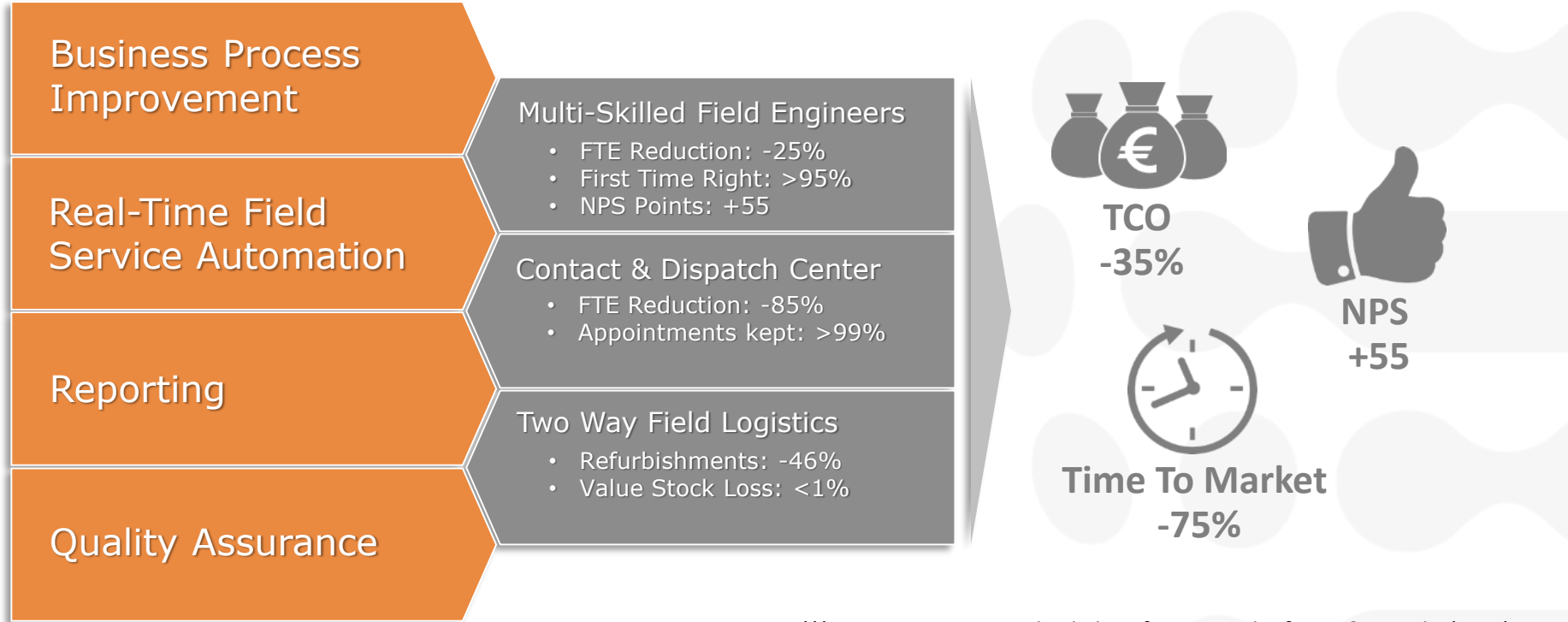 - ✓ **Weekly KPI results**
  - ✓ **...**

- ✓ **Customer Web App (2019)**

Service Cruiser™ Reporting
Features

- ✓ **Standard Reports (PDF, Excel, Power BI embedded)**
  - ✓ **KPI reports & customer (satisfaction) surveys**
  - ✓ **Operations reports**
  - ✓ **Reports on executed activities & open activities**
  - ✓ **Report on capacity supply vs. demand**
  - ✓ **Report on consumed materials**
  - ✓ **Service order reports**
  - ✓ **Report on first available appointment time slot**
  - ✓ **...**

- ✓ **Custom Reports**
  - ✓ **On demand**

SERVICE CRUISER™ RESULTS

Business Process Improvement

Real-Time Field Service Automation

Reporting

Quality Assurance

Multi-Skilled Field Engineers
- FTE Reduction: -25%
- First Time Right: >95%
- NPS Points: +55

Contact & Dispatch Center
- FTE Reduction: -85%
- Appointments kept: >99%

Two Way Field Logistics
- Refurbishments: -46%
- Value Stock Loss: <1%

€

TCO -35%

NPS +55

Time To Market -75%

(*) In comparison with Click Software, Salesforce & Oracle (TOA)

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