

# FieldService PLUS



**“Having problems locating service providers for challenging customer locations? PlusOne has you covered...”**

Customer service is becoming a critical requirement for businesses to retain customers and increase revenues in today's tightening global economy. To provide quality customer service, organizations are required to build and maintain complex field service networks to support their product and service offerings to meet the real-time customer service expectations of today's consumers.

Today's service organizations are being asked to provide excellent customer service while minimizing service overhead costs. This creates a difficult balance. If a service organization responds to budget constraints by reducing the size of its service network, the result is often delayed response times, missed service appointments, or multiple visits to a customer. In turn, this directly leads to degradation of customers' perception of quality and brand.

## Quality Service Coverage When and Where You Need It

PlusOne Solutions enables our clients to maintain the difficult balance of providing quality real-time field service coverage within today's difficult economic environment. *FieldServicePLUS* allows our clients to extend their service network coverage with a high quality network and customer service center that works in partnership with our clients' in-house customer service organizations.



*FieldServicePLUS* provides real-time recruiting, onboarding, dispatching, and claims processing services that are specifically designed to help our clients reduce the occurrence of chronic field service issues and to increase overall customer satisfaction and brand loyalty. *FieldServicePLUS* combines our expertise in field service management with our network of over 45,000 service providers. The result is an immediate, cost-effective expansion of service network coverage for a broad range of products and services.

## KEY BENEFITS

Immediate, cost-effective expansion of your field service network with quality service providers

Extension of your customer service team to improve on key service center metrics

Reduction of overhead costs associated with maintaining large service networks

Reduction in costs of service events via active negotiation of rates and the dispatch of a qualified servicer for every service event

Minimization of missed service appointments and service response times

Reduction of product replacement events that reduce service costs

Responsive, quality customer service experience with direct customer feedback data

**PlusOne**  
Solutions



## Flexible *FieldService* Options to Meet the Specific Needs of Our Clients

PlusOne Solutions provides three levels of *FieldServicePLUS* that are designed to the diverse needs of our clients – *locatorService*, *dispatchService*, and *conciergeService*. All three levels enable our clients to enhance their service and installation coverage by tapping into the PlusOne Service Network of over 45,000 independent service providers. If we do not already have a qualified service provider that meets the location and skill criteria for the call, then our customer service team will conduct an immediate recruitment in even the most challenging locations.

**SUPERIOR CUSTOMER SERVICE** - In addition to our locator services, PlusOne provides a highly experienced customer service team that is available to provide field service options that fit the specific needs of our clients. The combination of our extensive network and professional service team results in a highly responsive field service solution that enables our clients to immediately expand their service networks and increase the quality of the customer service experience.

### *FieldService* **PLUS** Levels of Service

Service Features	<i>locatorService</i>	<i>dispatchService</i>	<i>conciergeService</i>
Access to PlusOne's network of 45,000 independent service providers	<i>x</i>	<i>x</i>	<i>x</i>
Rapid recruiting and yellow page services	<i>x</i>	<i>x</i>	<i>x</i>
Rate negotiation based on pre-defined rate authorization limits	<i>x</i>	<i>x</i>	<i>x</i>
Detailed service event activity reports	<i>x</i>	<i>x</i>	<i>x</i>
Access to service providers utilized to help grow client's own service networks	<i>x</i>	<i>x</i>	<i>x</i>
Dispatch of service provider to customer location		<i>x</i>	<i>x</i>
Confirmation of completion of service event via service provider		<i>x</i>	<i>x</i>
Management of service provider claim, billing and payment		<i>Optional</i>	<i>x</i>
Collection of W-9 forms			<i>x</i>
Management of end-customer scheduling and management of service event			<i>x</i>
Verification of end-customer satisfaction and collection of customer survey			<i>x</i>



### Accelerating the Business of Service

PlusOne enables service organizations to improve the quality and coverage of their service provider networks. Specifically, they focus on critical areas that directly impact the quality of the end-customer experience while reducing the costs associated with delivering exceptional customer service.