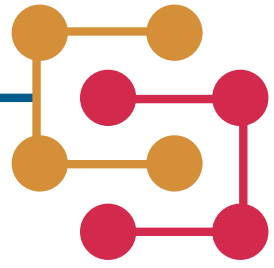


NAVIGATING THE SKILLED-LABOR SHORTAGE:

Benefits of a Field-Service
Software Solution





HELP WANTED

For organizations that deploy field-service personnel, finding skilled talent is one of the most persistent operational challenges. While demand for appliance technicians, mobile mechanics, electricians, plumbers, HVAC technicians and other disciplines continues to grow, skilled labor is in short supply. In the United States, it's been estimated that there will be more than 3 million job openings in the skilled trades by 2028. Skilled-labor shortages are a nagging issue for employers in Europe and other parts of the world as well.

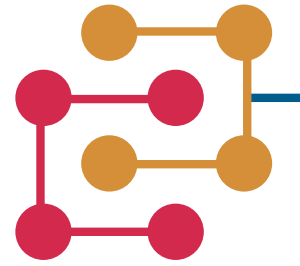
A variety of factors are contributing to the global talent crunch, including the aging workforce, low unemployment rates and the stigma of working in "blue-collar" trades. Compounding the problem, many field personnel still rely on outdated manual methods for recordkeeping, inventory management, billing and payment, logistics, customer communication and other key functions. Inefficient paper-based workflows can lead to delays, mistakes and oversights that erode service quality and customer satisfaction – problems that organizations can ill-afford when they're already struggling to find enough skilled labor.

85.2 MILLION

By 2030, demand for skilled workers will result in a global talent shortage of more than 85.2 million unfilled jobs.

- "The Global Talent Crunch,"
Korn Ferry





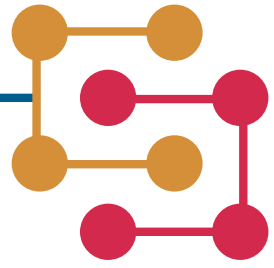
BRIDGING THE GAP

Whether it's paper-on-clipboard recordkeeping or an outdated software platform, field-service organizations pay a high price when their processes aren't designed to maximize efficiency and productivity – from low first-time-fix rates to technicians working longer than necessary.

For service organizations, creating strong customer relationships is more important than ever. A field-service software solution paired with rugged, scanning-enabled mobile computers will provide the tools and technology needed to maximize an organization's labor resources while improving service and customer satisfaction.

Let's take a look at some of the major benefits of implementing a mobile software solution designed specifically for field-service providers.

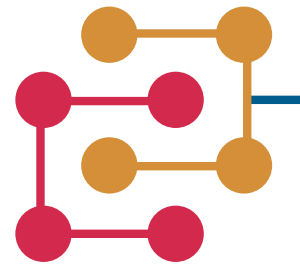




BENEFIT NO 1: **DIGITIZATION OF FIELD OPERATIONS**

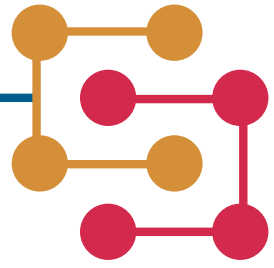
With a field-service software solution, the technician's mobile computer digitizes critical tasks that previously were performed with pen and paper – dramatically increasing efficiency and minimizing the potential for costly errors. Technicians can use their mobile computer to view their daily assignments, record their working hours, enter inspections results, check inventory levels, create and send invoices and instantly accept payment for completed service. Data collected in the field is synced with the organization's ERP system and/or other business systems, providing real-time operational visibility for managers, dispatchers and other personnel.





BENEFIT NO 2: **IMPROVED CUSTOMER COMMUNICATION**

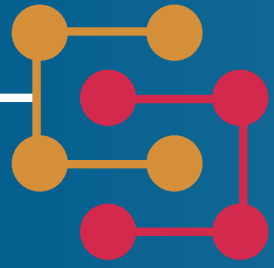
Today's customers expect to be informed about the status of their service request in real time and through a channel of their choice. A modern field-service solution enables organizations to keep customers continuously apprised via email, WhatsApp or text messages. For example, the software can send a message telling the customer exactly when the tech will arrive – preventing frustration and helping customers plan their time. Also, service providers can increase transparency and receive valuable feedback by automatically sending customer surveys after each visit, or even scheduling a follow-up appointment directly on-site at the client's location when a job is not successfully completed in 1 visit.



BENEFIT NO 3: **BETTER SERVICE + FIRST-TIME FIX**

Equipped with connected mobile computers, field technicians have a wealth of information and resources at their fingertips – giving them the tools they need to provide an outstanding experience for the customer. Customizable questionnaires and checklists guide technicians through the service process – from inspection and diagnosis to repair and payment – and can prompt techs to advise customers on new services and products. Techs can use their mobile device to take photos, which can be attached to work orders and repair estimates. Even if a tech doesn't have a spare part with them, they have visibility into inventory levels of their colleagues in the area, enabling them to complete the job and ensuring a higher first-time-fix rate.





SIGMAX + ZEBRA TECHNOLOGIES

The Connect software platform from Sigmoid is a complete, highly configurable solution for field-service organizations of all shapes and sizes. Paired with powerful, rugged mobile computers from Zebra Technologies, Sigmoid Connect can help your business work better, faster and smarter, while maximizing the utilization of your most valuable asset: your people.

Sigmoid Connect:

- Eliminates time-consuming paperwork and manual data entry for technicians
- Connects easily with ERP and other planning systems
- Streamlines processes, greatly increasing the likelihood of first-time fixes
- Provides real-time insight into inventory levels, the status of work orders and location of field personnel
- Enables paperless, onsite invoicing and payment
- Keeps customers continuously informed via email, WhatsApp or text messages
- Supports predictive maintenance, remote monitoring and IoT integration



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RECOMMENDED HARDWARE

Sigmax Connect is designed to work seamlessly with these advanced mobile devices from Zebra Technologies:



Zebra TC26 Touch Computer

Cost-effective mobile device with best-in-class computing power



Zebra TC57 Touch Computer

Enterprise-class touch computer with advanced scanning technology



Zebra TC58 Mobile Computer

Industry-leading innovations from the casing to the processor



Zebra TC77 Touch Computer

The ultimate in ultra-rugged, enterprise-class all-touch computing



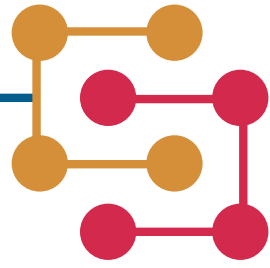
Zebra TC78 Mobile Computer

Re-imagined mobile computer for the new age of mobility



Zebra ET45 Enterprise Tablet

Rugged, payment-ready tablet that makes data capture easy



CARGLASS OPTIMIZES REPAIR SERVICES WITH SIGMAX CONNECT

Every day, 350 Carglass technicians from 58 branches and a mobile service provide expert vehicle repairs and windshield replacements. To ensure that it continues to provide consistently fast and high-quality service to its customers, Carglass digitized its service planning and work orders using the Sigmax Connect Field Service Solution.

Carglass uses the software platform to schedule all jobs a day in advance. As new jobs come in online or by phone, the software automatically calculates the appointment options. As soon as the customer has selected a date, time and location, the appointment is made in the ERP system and the planning is updated for each branch and mechanic. “We dispatch our mechanics using a smartphone that uses the Connect’s mobile application,” explains

Joep Jagtman, operations performance manager at Carglass Nederland. “The mechanic can digitally complete all the details. It speeds up the job – saving time – and we can help more customers in a day.”

Technicians use their smartphone to view their daily tasks, check the material requirements and report their travel times, as well as take photographs of vehicle damage. When the mechanic explains to the customer what needs to be done, the customer signs an agreement on the mobile device to authorize the work. When the job is finished, the mechanic enters the parts and materials that were used, and the Sigmax Connect calculates the bill for the customer. The mechanic prints a receipt and reports the job as complete on his smartphone. The ERP system and planning board are updated simultaneously.

A major advantage of this solution is that all the data is available once the work order has been completed. This allows us to start invoicing insurance companies earlier.”

- Joep Jagtman, process improvement manager, Carglass Nederland