

Full Integration is Key

Ensures seamless end-to-end workflow.



AGILEFIELD

Complete more jobs on time and on budget.

Increase productivity by automatically scheduling field technicians.

Track work orders and asset history across all job sites.

Reduce inventory by tracking remote parts, truck stock, and warehouse.

Increase revenue by eliminating paper systems.

Improve customer communication with automatic notifications.

AgileField Inc. is a leading provider of field service management solutions for the mid-market and the first to introduce a comprehensive methodology, AgileField, for advancing field service capabilities, improving profitability and customer satisfaction.

CLIENT: Wireless Communications Company

The company builds high-demand communication towers for everyone from government to broadcasters to cellular companies. They own and/or operate and maintain nearly a thousand of those towers, which dot the landscape in major regions of the country.

The company's field services challenges are as big and complex as the towers themselves, including the need for:

- Scheduling and dispatch
- Mobile workforce management
- Inventory management
- Work order management
- Customer communications

As it stood, the company's field services organization didn't have access to all of the information it needed. And, the information it *did* have access to wasn't being leveraged effectively.

Full-scale Field Service Solution

The company wanted a full-scale field service solution that could pull ALL pertinent data from the company's enterprise resource planning (ERP) platform, act on it and report back throughout the organization. In real-time.

AgileFSM brought it all together.

AgileField used its RapidStart™ implementation process to map the ideal workflow for addressing the field service organization's challenges.

TECHNOLOGY THAT DRIVES DECISION MAKING

The process identified eight integration points between the company's SAP implementation and AgileFSM. Four would map SAP data into AgileFSM and four would route AgileFSM data to power business processes within SAP.

Key to such integrations is AgileField IntegrationHub™. From end-to-end, it seamlessly maintains workflows between systems and automatically keeps everyone and everything in sync.

And for this far-flung wireless communications company, that means its field technicians, warehouses, dispatch, equipment, accounting and customers are now all on the same page. Finally.



AgileFSM
A complete end-to-end field service management software application for the mid-market.

Cloud-Based

Cloud computing allows more flexibility in adapting solutions to your business; more efficiency in serving technicians and customers; lower costs and competitive advantages through innovative technologies.

Integration. AgileField IntegrationHub™

AgileField IntegrationHub is the most complete integration technology for mid-market field service organizations for integrating with your CRM, ERP and accounting systems.

Implementation. AgileField RapidStart™

AgileField's RapidStart implementation process uses AF Capabilities Assessment together with our hands-on, three-phase approach to get you up and running faster.

Reporting & Analytics

AgileField provides standard and customized reports and dashboards to make superior business decisions quickly.

For More Information

Call to find out how AgileField can advance your field service capabilities for improved profitability and customer satisfaction.

