

5 must-haves for Service Management Software

What you need to look out for when selecting software for your business.



Introduction

There is an enormous range of service management software to choose from. So how do you decide which will best complement your business, deliver the productivity gains you desire, and support growth? When considering new software, here are 5 must-haves.

#1: Software as a Service

The recent UK IT priorities survey 2013, by TechTarget and Computer Weekly, identified that software as a service (SaaS) is still the number one cloud service UK enterprises intend to use (55% of respondents surveyed said they intend to use SaaS this year).

There are clear reasons why. SaaS is a particularly attractive option for SMEs due to its ability to scale up or down with needs, particularly as a company negotiates business growth.

SaaS also uses a subscription-based pricing model, so you only pay for the amount of service you need and means no capital outlay on your part. (Maintenance and support costs should also be covered in your subscription).

SaaS security really should be best of breed too, giving you absolute reassurance and the confidence to focus on your business – not having to worry about the performance of your software system.



#2: Innovation

Innovation, innovation, innovation – this must be engrained in the culture of any software provider and run through all its products. But to get the innovation you require you need a provider committed to excellence and willing to engage with and understand how you work from the outset.

You don't want innovation for innovation's sake. Rather, you want innovative technology targeted at solving your business challenges and supporting your everyday work – helping you to grow and become more profitable.

What's more, SaaS ensures all upgrades happen automatically, which means you always benefit from your provider's innovation and best practice as you are kept on the latest version of the software.



#3 Designed with mobiles in mind

In a recent survey, IDG highlighted an astounding combined importance rating of 74% of companies saying their mobile service is “extremely important” (41%) or “important” (33%). What’s more, with the rapid rise of the mobile app and cultural shakeups such as BYOD (bring your own device) exerting evermore influence, it is vital that any software you consider is designed to maximise your mobile workforce and with new mobile working trends in mind.

The main consideration here is that the technology at the heart of any software has to make a difference to the productivity of your mobile workforce. So, real-time scheduling direct to mobiles will mean your workforce has the right information at hand to complete jobs day-to-day.

Intelligent two-way SMS technology, which uniquely threads conversations and matches responses to outbound messages, is a solution that will keep your customers up to date every step of the way.

Furthermore, a mobile app which uses HTML5 will utilise what’s called “local storage” which in-turn enables offline working, so that when someone is working in an area with little or no connectivity they are able to continue using the software (updates are queued and sent to your central system using APIs once connectivity is regained).

#4 Great analytics

With the huge amounts of data that today’s software is able to generate, the challenge is now how we use all of this information and achieve some form of return on it. It is vital that data is not only gathered but put to good use.

Your service management software should deliver user-friendly ways to present, interrogate and share analytical data, such as dashboards. These should present your data in ways to help make informed decisions at every step, be it the number of callouts during a seasonal holiday or ensuring that each operative has all the information they need at their fingertips and the right kit in their van.

In particular, your dashboard should be able to allow you to interrogate your data, drill-down to specific KPIs and create business plans. A good looking user interface is no bad thing either – nothing puts people off quite like a jumble of stats.

#5 Single, collaborative platform

Recent reports by the Aberdeen Group have highlighted how only 51% of field service management businesses met “service profitability” goals in 2012; whilst for many field service operations the reality is that 80% of revenue is being driven from current customers.

So now, more than ever, what your business needs is a single platform that can drive service delivery, performance and profitability. An all-in-one system designed to unite your back office staff with your mobile workforce on the frontline, helping all of your people to work better together to deliver a great service, keep customers happy and coming back for more. What more could you ask for?



If the service management software you're considering isn't reaching these benchmarks, is it right for your business?

About Oneserve

We're Oneserve: the most exciting and cost effective field service management solution provider on the market today.

We combine software, service and technology, providing you with everything you need to transform the performance of your business. And, all 'Must-Haves' included in this guide are exactly what we deliver.

Our enterprise level field service management software provides all the tools you need to increase productivity, improve visibility and drive greater collaboration within your business and your supply chain – all from one cloud based, unified platform.

To find out more, please get in contact:

- Give us a call on **01392 367367**
- Email: hello@oneserve.co.uk
- Visit us: www.oneserve.co.uk

Or, alternatively, give the software a spin yourself and request a free demo.





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