



SERVICE1

SUMMER RELEASE 2021

NEW SOLUTIONS FOR FIELD SERVICE EFFICIENCY

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NEXT GENERATION FIELD SERVICE

Goodbyes are not always sad occasions. The Summer Release 2021 offers you plenty of opportunities to say a cheerful goodbye to things such as muddled or confusing structures, time-consuming admin tasks and inaccurate data sets. Say hello to the new Service1 functions with us – and look forward to even more efficient Field Service.

The features of the Summer Release 2021 ensure a better structure and simplified processes for your Field Service. This

release focuses, among other things, on the automation of tasks that have always cost valuable time and effort. And as good Field Service can only be realized in good company, we have also optimized the cooperation and collaboration with partners and employees.

We have also restructured a number of tasks, and even created an entirely new module in the “Knowledge Transfer” section.

More planning security, better communication structures, intuitive work processes and a wealth of service knowledge for all: our Summer Release 2021 offers even more benefits for service engineers, call center agents, partners and customers of service organizations.

Come with us to discover the new Service1 functions.

SUMMER RELEASE 2021
ROADMAP



02.07.
SUMMER RELEASE

DEVELOPMENT

DEVELOPMENT

SUPPORT
RELEASES

JUNE

JULY

AUGUST

FUNCTIONS YOU CAN LOOK FORWARD TO IN THIS RELEASE

More and more service organizations now work with partners, with possible scenarios from across the entire range of services. Some companies only use their partners' field service capacities at peak service times, while others permanently entrust another company with service responsibility for a region – or even an entire country. Fully automatic processing of all these scenarios is now possible – no matter how complex the individual terms and details of the collaboration.

Newton Documents is the youngest member of the clever Service1 family, and presents service knowledge in a completely new way – organized, structured, and always exactly when it is needed. As a result, all employees in the service organization are sure to have round-the-clock access to the information they require to complete an order successfully and quickly.

Our appointment scheduling has also undergone an innovative upgrade. It now features a prioritisation function, which means that routine daily scheduling will be much easier to reconcile with urgent ad-hoc appointments. Service1's new priority planning decides autonomously which appointments need to be handled immediately and which can wait. The system organizes all related rescheduling automatically.

The other features of our Summer Release 2021 are pretty impressive, too. Look forward to what's new in Service1.

01

Automatic
compensation for all
partners





01

Automatic compensation for all partners

The new automation of partner billing greatly simplifies what used to be a time-consuming process. Service1 means fast, easy handling of partner and sub-contractor billing: now you can store all remuneration agreements with all partners electronically and manage billing fully automatically – for every conceivable scenario. Thanks to Service1 Field Service, partner billing is now child's play.

Just as Field Service offers a wide variety of cooperation and collaboration scenarios, an equally diverse range of remuneration modalities can be assigned to partners and sub-contractors. Constantly evaluating and re-evaluating these conditions and calculating the remuneration payable to each individual service partner is a complex and time-consuming task. Even more

effort is necessary if the conditions are only available as hardcopies or spread across different PDF documents.

One feature of the Service1 Summer Release is a significant optimization of the partner remuneration process. All contract-related parameters can now be stored electronically in the service console, where they can be accessed transparently by all concerned. Whether it is a question of remuneration for a one-off solution, handling of certain materials, a series of individual small orders or coverage of an entire region – billing will now be fully automatic. The list of stored scenarios can be extended individually using prepared adaptation add-ons.

02

Just-in-time service
knowledge for all
involved





02

Just-in-time service knowledge for all involved

The latest Service1 module cuts through the thick undergrowth of service documents, offering great benefits to all concerned: with Newton Documents, all knowledge is now perfectly organized and always available just when it is needed.

Employees of service organizations often have to answer customer questions that arise during the service process. Time and time again, it turns out that the required knowledge is either not documented at all, or it is inadequately organized and located in several different documents. The storage locations for service documents are usually not clearly defined, either. If they are stored electronically, search functions are only partially supported.

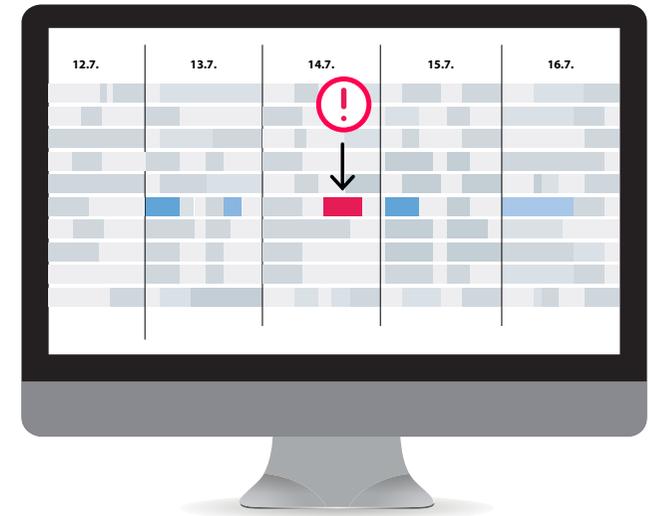
At last, service knowledge now has a fixed storage location. Newton Documents is a clever system that organizes docu-

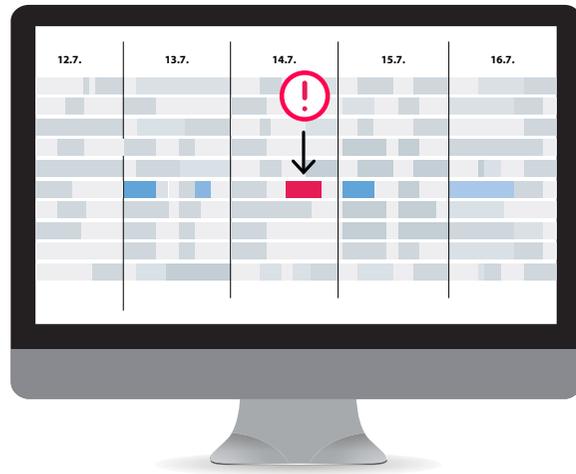
ments and knowledge articles of all kinds. Depending on context, information is made available at various stages of the service process, for example in the Partner Portal, Contact Center module or the mobile application. Documents can be created or uploaded in various formats via a back-office module. Context information can be added to all files, which are then indexed in such a way that they can be retrieved quickly and easily via the intelligent search function.

Newton Documents provides service employees with relevant information at an early stage of the service process, effectively reducing service organization costs for follow-up visits and unnecessarily long fault-fixing times.

03

Service Level
Agreements fulfilled
with ease





03

Service Level Agreements fulfilled with ease

One of the biggest challenges in Field Service is juggling an extremely tight time schedule. The new priority planning feature in Service1 organizes customer appointments for service tasks and Service Level Agreements in such a way that the most urgent appointment is always dealt with first, making optimum use of the capacities and resources available at all times.

A time window for ad-hoc appointments is always reserved in a service organization's tight daily schedule, but there are often more urgent service calls than it is possible to handle in the time allowed. Rescheduling appointments so that they are really handled in the order of their urgency is a highly complex and time-consuming task.

Appointments with low priority can now be rescheduled quickly and easily. The feature presents the dispatcher with a list of suitable appointments to choose from, automatically freeing up capacity that can be used for high-priority assignments. As an additional practical advantage, dispatchers can now allocate time windows with low priority without having to worry about whether capacity to fill them is available. Priority scheduling proactively supports them by suggesting rescheduling for the current day and the following days. Another new feature: all appointments that fixed are also taken into account.



MORE FEATURES IN DETAIL

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04

Clever scheduling organization



Dispatchers normally organize service assignments so well that engineers do not have to make any changes to their schedules. However, customer requirements often change at short notice in the course of a working day, which prevents engineers from realizing the assignment schedules as planned. Valuable time is often lost through communicating these deviations from the original schedule and rescheduling all the affected assignments.

The new function can be configured quickly and easily – and it also allows the user to generate a follow-up task or to reject appointments that cannot be kept. All possible without any need for the engineer to contact the dispatcher by phone. With Service1, information is exchanged easily and automatically in the course of the service process.

05

Typing made easy



Documenting service assignments is one of the routine administrative tasks for every engineer. Depending on the type and frequency of assignments, clerical work can take up a large part of an engineer's weekly working time.

Service1 simplifies administrative follow-up work and minimizes the time and effort a field service engineer needs to spend writing reports. Now Service1 supports your engineers by offering configurable text templates which can be individually adapted. A filtering and sorting mechanism ensures that the ideal template is selected. For example, if the engineer accesses the country, the type of service or the product class of the assignment, the most suitable text template for the order in hand will be displayed.

06

Easy follow-up processing of service reports



Following an assignment, field service engineers have to share their service reports with all the relevant customer representatives. This can be a very time-consuming process, because the engineer must create the list of recipients manually and, under certain circumstances, add further recipients by hand.

With this Release, engineers are now provided with a single list containing the e-mail addresses of all contacts, invoice payers, and service and invoice recipients. In the Debriefing process of Service1 mobile, engineers will now be able to simply select all persons due to receive the service report. Ad-hoc contacts can also be added to the list without trouble.

07

Automatic removal of data duplicates

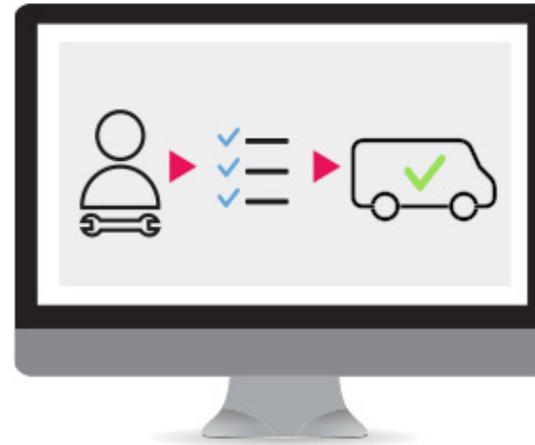


The administration of customer data sets for complex service processes requires a lot of time and effort. Typically, it is difficult to prevent data duplication no matter how hard one tries. Until now, both the IT department and the Service department of companies have often needed to invest a lot of time and energy in the detection of these duplicate data sets. Nevertheless, this is a necessary exercise, because an organization can only guarantee good service quality if it has a duplicate-free database.

Service1's new service account consolidation feature supports the removal of duplicate data sets – whether carried out manually or automatically. It is now possible to set up a process which recognizes duplicates and consolidates them automatically, so service accounts can be transferred easily to a data set. The result is a clear overview of customer data sets with a transparent, consistent service history.

08

Engineers who are responsible for their inventory



Material stocks that cannot be verified and material deliveries for which the engineers are not fully responsible frequently lead to confusion about real inventory levels. The correct parts are frequently not available in the engineer's mobile stock, or – just as frequently – he carries material that was not ordered and is not required from one assignment to another.

Service1 ends uncertainty about the inventory level of material in an engineer's mobile stock once and for all, because all parts can now be tracked and traced seamlessly. Field service staff can now confirm all deliveries they have received, and only then is it possible to book the material in their own mobile inventory list. This even works when partial quantities are delivered. The lists are grouped by delivery number to give an even clearer overview, so at last everyone involved – engineers, partners and service organizations – finally knows exactly which parts are available in what stock.

09

Fast, easy order acceptance

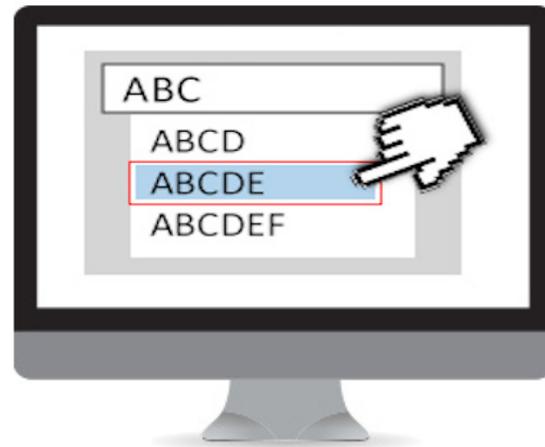


Things often have to move fast in service organizations, starting with the initial contact: when a customer calls to request a service, call center agents or dispatcher must have all the relevant data at their fingertips to ensure that the order is generated correctly. It has been shown that problems which impact the quality of the service assignment frequently occur at this stage of the service process. Missing information and the lack of transparency and/or flexibility have been identified as the main sources of error.

We have expanded the order processing section of Service1 and redesigned it as a modular system, paying particular attention to flexibility: service organizations can now configure the function to show the call center agent the desired information when a call comes in – tailored to the requirements for the individual customer. Consequently, only relevant information is presented in each case, which means an enormous reduction of complexity for the agent. Yet another extremely practical feature is the new address validation function, which ensures that all the addresses registered in the course of the process really match the customer's actual location.

10

Smart registration of serial numbers and batch numbers in the app



When an engineer installs one or more parts during a customer service assignment, the material used must be documented. Certain materials also require the declaration of the serial and batch number, which had to be entered laboriously – digit by digit – in a text field. This was not only time-consuming, but also very prone to error.

With the Summer Release 2021, this task will now be much simpler. As soon as the engineer selects a material number, the system function will inform him whether or not the serial and batch number needs to be documented for this particular part. Upon entry of the first digit, the function will automatically suggest a range of numbers that match the order. The system also displays a list, or a barcode, of the parts that the engineer has in his mobile stock. This will make the entire process more convenient and lead to a much more accurate documentation of consumed material.

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RECHTLICHE HINWEISE



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