



## Guide to Starting an Online Field Service Business



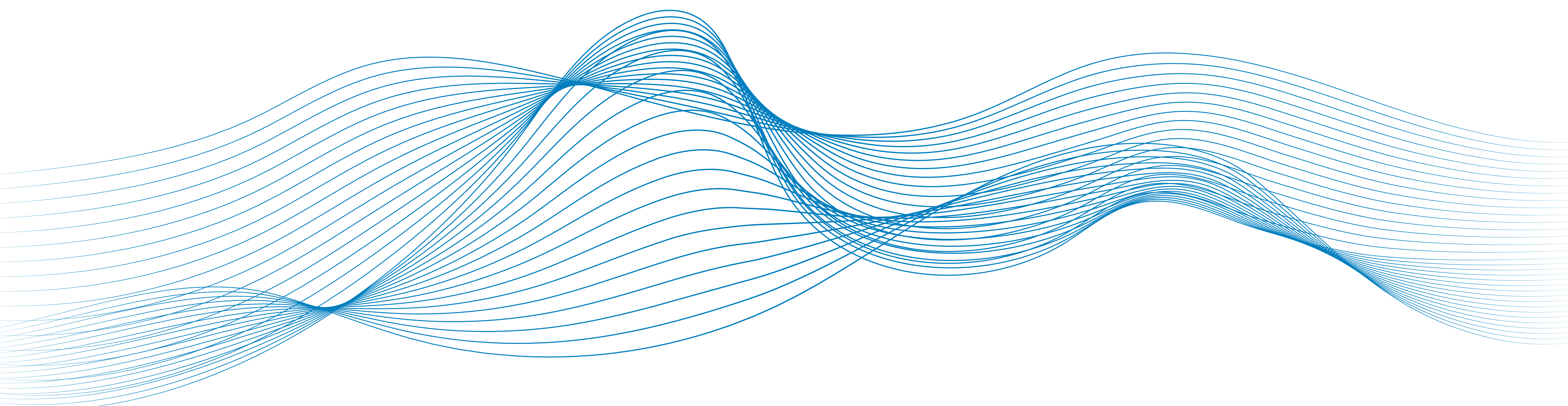


# Introduction

Starting an online field service business requires an in-depth understanding and dealing with many processes—procurement, job allocation, tracking, traceability, and performance evaluation. As a result, there has been impressive growth in the field service business vertical, allowing many enthusiastic startups to invest their time and efforts.

This e-book will discuss the overview of an online field service business in 2022 and practical strategies to unlock the secrets of success in this entrepreneurial journey.

Let us get started.





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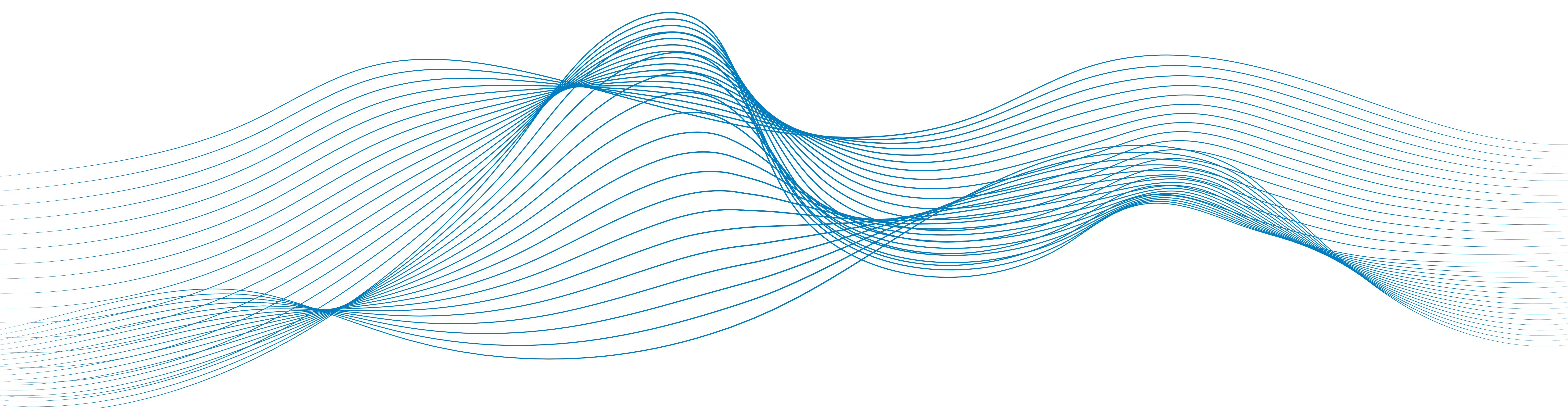


# Introduction to an Online Field Service Business

An online field service business is categorized as specialized services performed at a customer's site instead of the company's site. The business has a huge potential of targeting the overall market of manufacturing, healthcare, home based & industrial-based services.

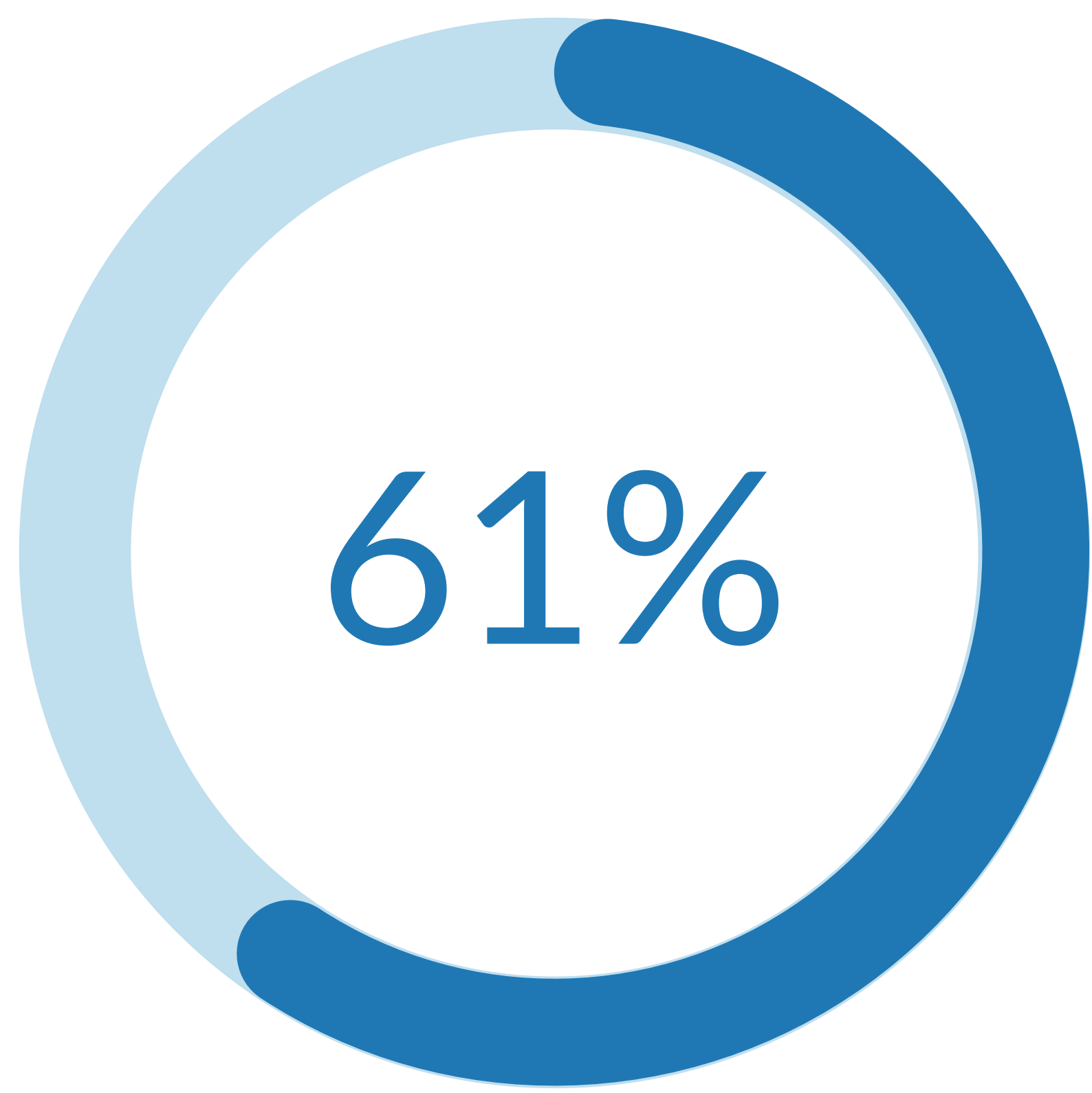
In this customer-centric era, brands are more inclined towards offering convenient services to their end-users at their preferred place and time slot. This typically involves assigning, dispatching, and allocating the resources to specific locations at preferred time slots for the desired work.

**Field Service workers/ field agents** are a group of skilled professionals who have prior experience or qualifications to serve the desired set of services to the customers. Popularly known as deskless workers, the field service workers could be gig workers or permanent field agents.

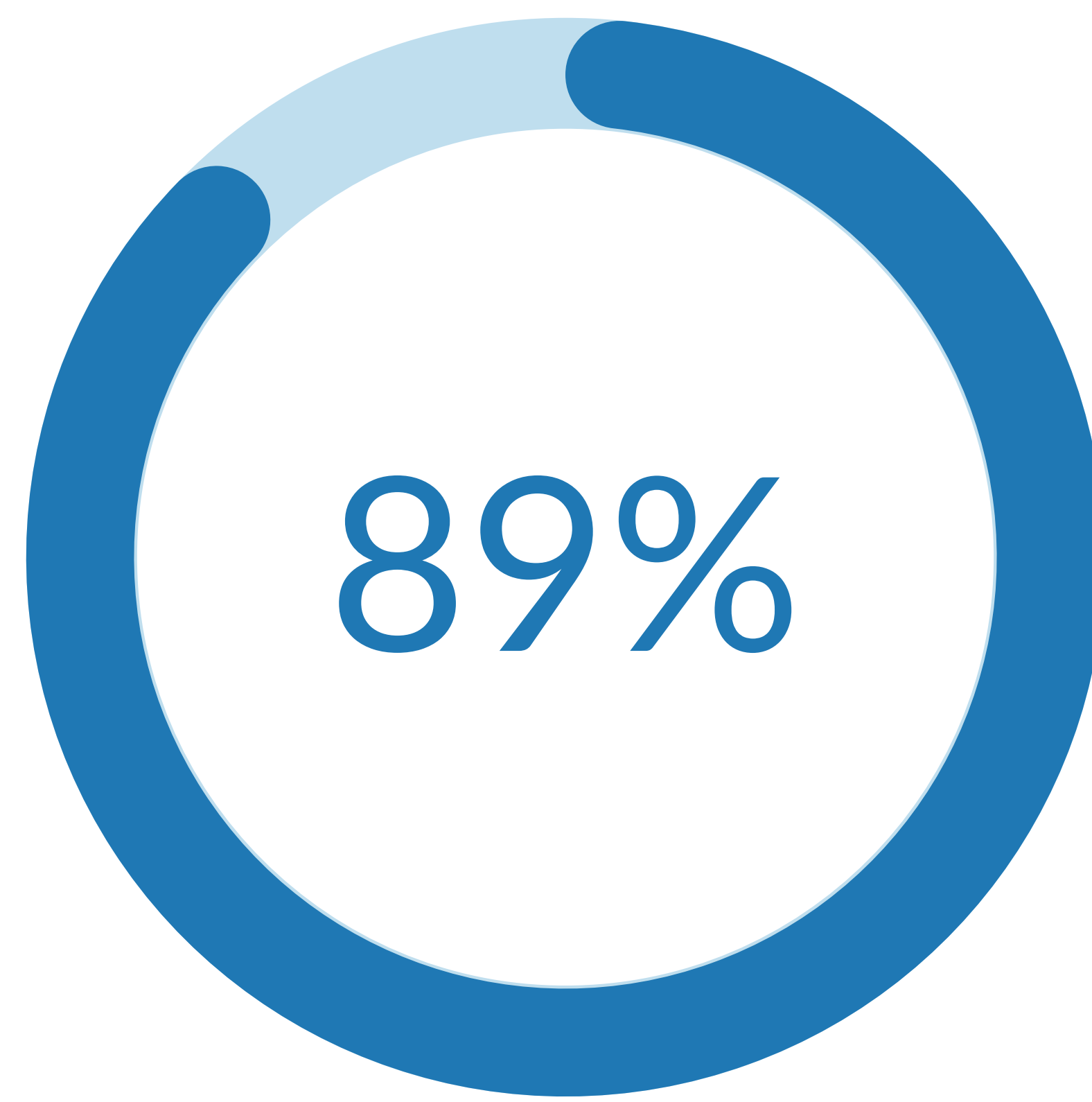




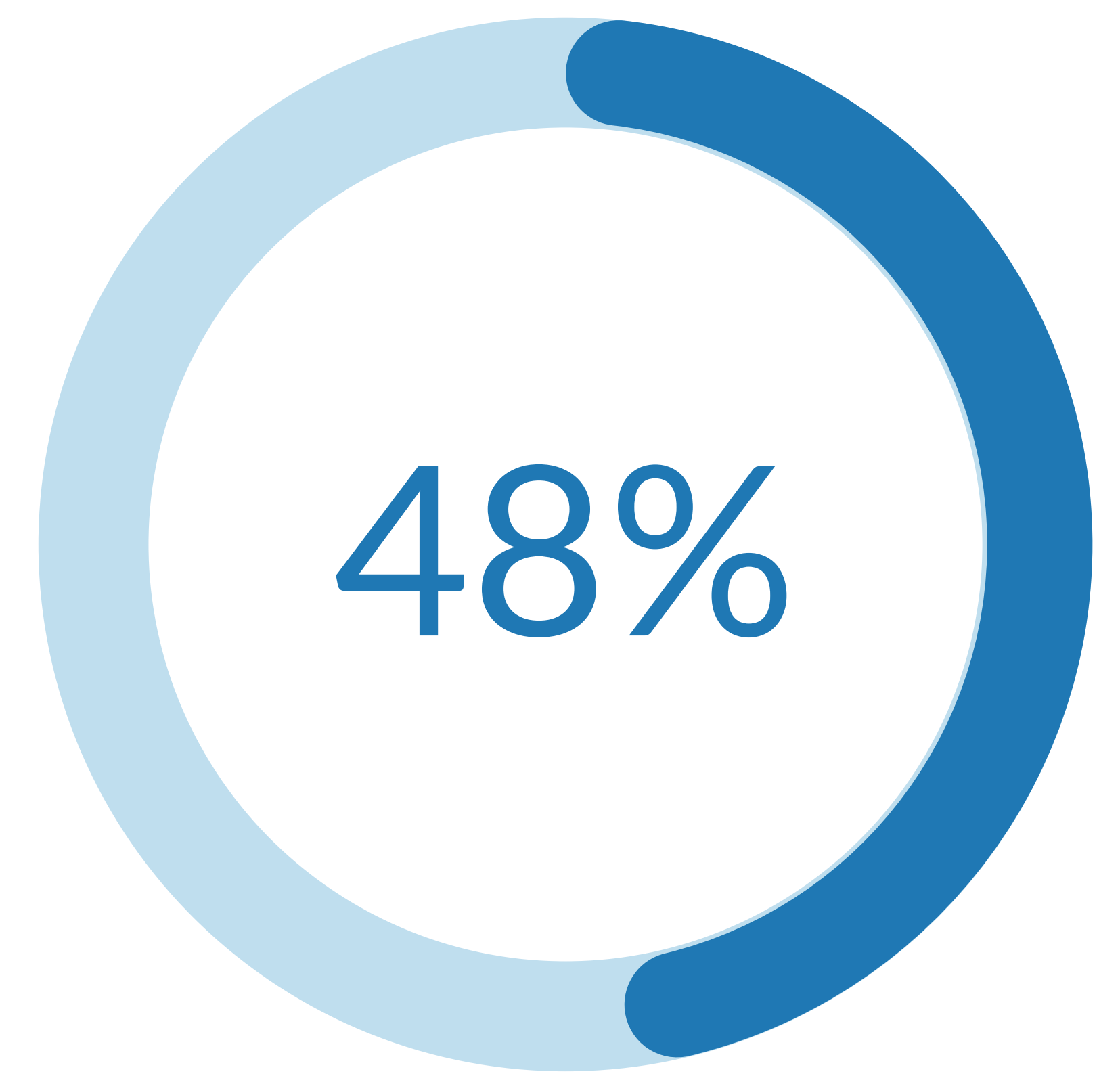
# Stats to Impress: Insights About Economic Opportunities



Field managers agree with the utility of Field Service Software management in their processes.



Customers are looking for digitizing the approach to connect with field service businesses.



Organizations use Field Service Software to manage and monitor their on-field agents.

The estimated market value for field service business \$3 billion is and is expected to reach \$5.1 billion by 2025.

# Characteristics of Field Service Businesses

Modern innovation is a must for field service businesses to strengthen their presence in the market. Here is the list of key features that need to be a part of a business for its sustainability and scalability.

- ✓ Seamless Communication
- ✓ Digitalizing the Process
- ✓ On-Ground Visibility

## Seamless Communication

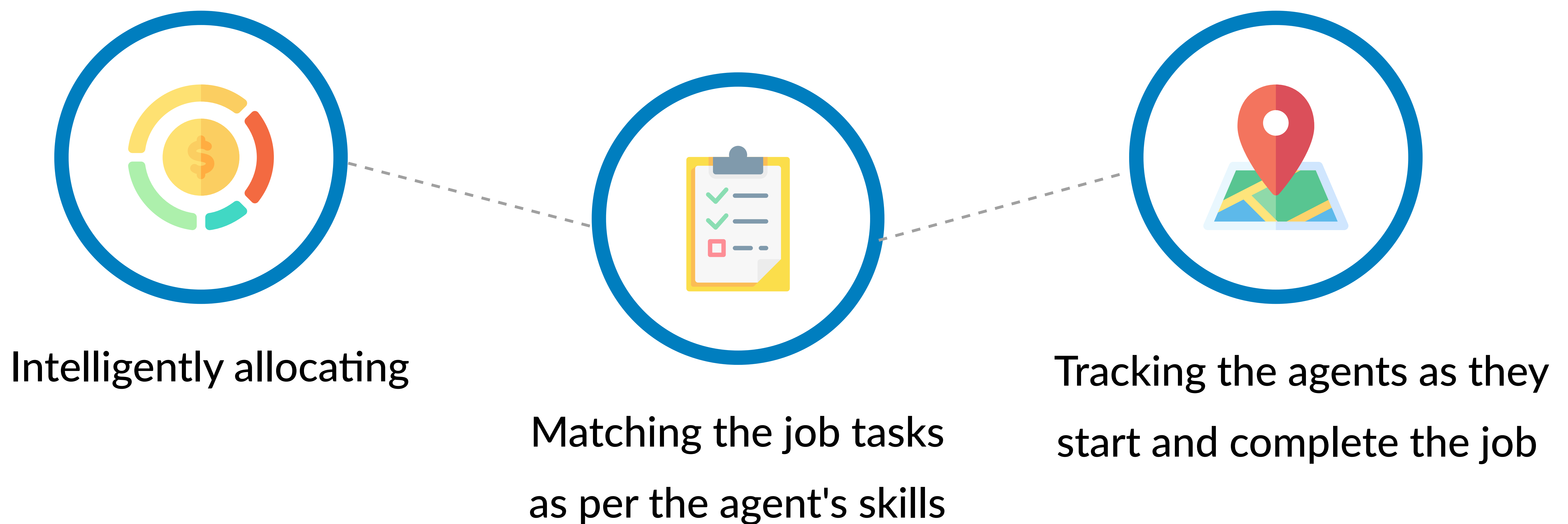
Any field service business lacking proper end-to-end communication might face unwanted and dated consequences. Proper and concise communication helps in receiving and reacting to the fluctuating needs of the customers proactively.





## Digitalizing the Process

Field service business includes:



Digitalizing the whole process increases efficiency and creates a better channel for the agents' performance. Nowadays, when every other business addresses its customers' evolving requirements, choosing to digitalize the process is smart and ideal.

## On-Ground Visibility

Tracking your field service agents in real-time is key to running a successful field service business. And, you can achieve optimal resource utilization with the right technology.

# Matching the Processes With Right Technology

Many field service businesses often get confused by choosing incompetent or irrelevant tech support for their operations. However, the field service businesses need self-sufficient tech support to plan, anticipate and execute their on-ground operations with maximum visibility.

Every online field service business needs to map the workflow and intelligently allocate the task on the ground are two essential tasks. A decision to opt and integrate with the right technology can help escalate the operations while adhering to the maximum serviceability of the business.

In the next section, we will discuss the various essential features of field service management software that help strategize the business ops more productively.



# Things to Consider in Field Service Management Software

The all-in-one solution manages end to end processes of an online field service business. Here are a few of the essential features available to support the software's core functionality.

## Intelligent Task Assignment

Brands struggle to schedule, allocate and dispatch the jobs/ tasks to the individuals according to requirements and service constraints. As a result, more than half of the productivity of the dispatcher/ manager gets exhausted in creating and executing the daily dispatch plan.

An intelligent task allocation feature supported in the field service software management can help save the dispatcher's time, effort, and productivity.

## Central Dashboard

The admin/ dispatcher needs to stay in the loop for all the on-field activities initiated and completed by the field agents. Instead of switching to the multiple screens to monitor the on-ground activities, the admin can choose to integrate all the processes into a single screen. A unified dashboard that supports all the activities can help in creating a hassle-free monitoring atmosphere for the admin.



## Real-Time Tracking

To own transparency over all the on-ground activities, the dispatcher needs to own consistent visibility of the field agents' moments. Therefore, the field management software that can offer real-time resources tracking is a must-have asset for every field service business in 2022.

## Automated Invoicing

This feature accounts for the easy and swift invoicing/ digital payments after the work/ job is completed. Imagine if you have to manually count and create the invoice based on your agent's hours spent on the field! It would be an exhausting task prone to human errors. Switching to digital payment reconciliation via field service management software is ideal for adding operational efficiency to your business processes.



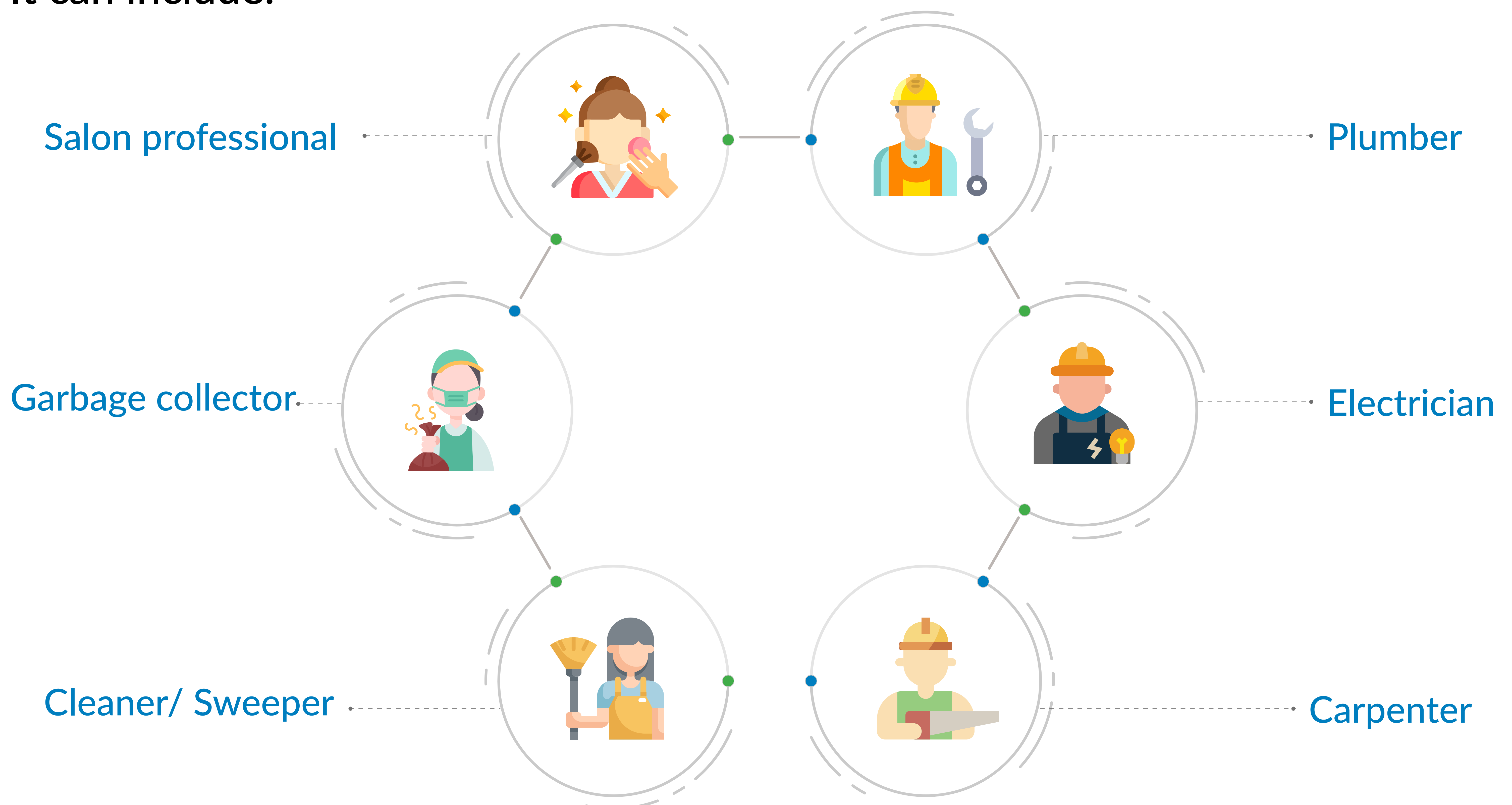
# Top Use Cases of Field Service Management Software

Industries that deploy field technicians and agents to off-site needs a field service management software to amplify its operational efficiency. Below are the details of popular industries that can leverage the benefit of the software.

## Home-Based Service Industries

Any field service business lacking proper end-to-end communication might face unwanted and dated consequences. Proper and concise communication helps in receiving and reacting to the fluctuating needs of the customers proactively.

It can include:





## Construction Industry

The admin/ dispatcher needs to stay in the loop for all the on-field activities initiated and completed by the field agents. Instead of switching to the multiple screens to monitor the on-ground activities, the admin can choose to integrate all the processes into a single screen. A unified dashboard that supports all the activities can help in creating a hassle-free monitoring atmosphere for the admin.

## Industrial Services

Industrial services include installation, load testing, and other skilled services that require field management software. In addition, it assists in creating a daily plan and recording all the movements of field agents while on the job.

Managing field agents efficiently is gaining worldwide popularity owing to its rewarding benefits. It helps support and scale a wide range of operations in a typical field service business.



# Unlocking the Efficiencies of Field Agents With Field Management Software

Enterprises leverage field management software to scale their businesses. A field agent is at the forefront of any field service business.

An efficient field agent can be a rewarding asset for the business. But, do you know, automating processes with a feature-loaded field management software can help unlock the agents' maximum potential ?

Let us take a look at how.



## Bridges the Communication Gaps

Ineffective communication among the stakeholders (admin, agents, and customers) increases employee frustration and customer complaints.

Seamless communication improves the field agents' work productivity. Provide real-time updates about the customers' information. For example, inform them about any roadblocks and optimize routes. Notify customers in case of any delays. Send up-to-date order status.

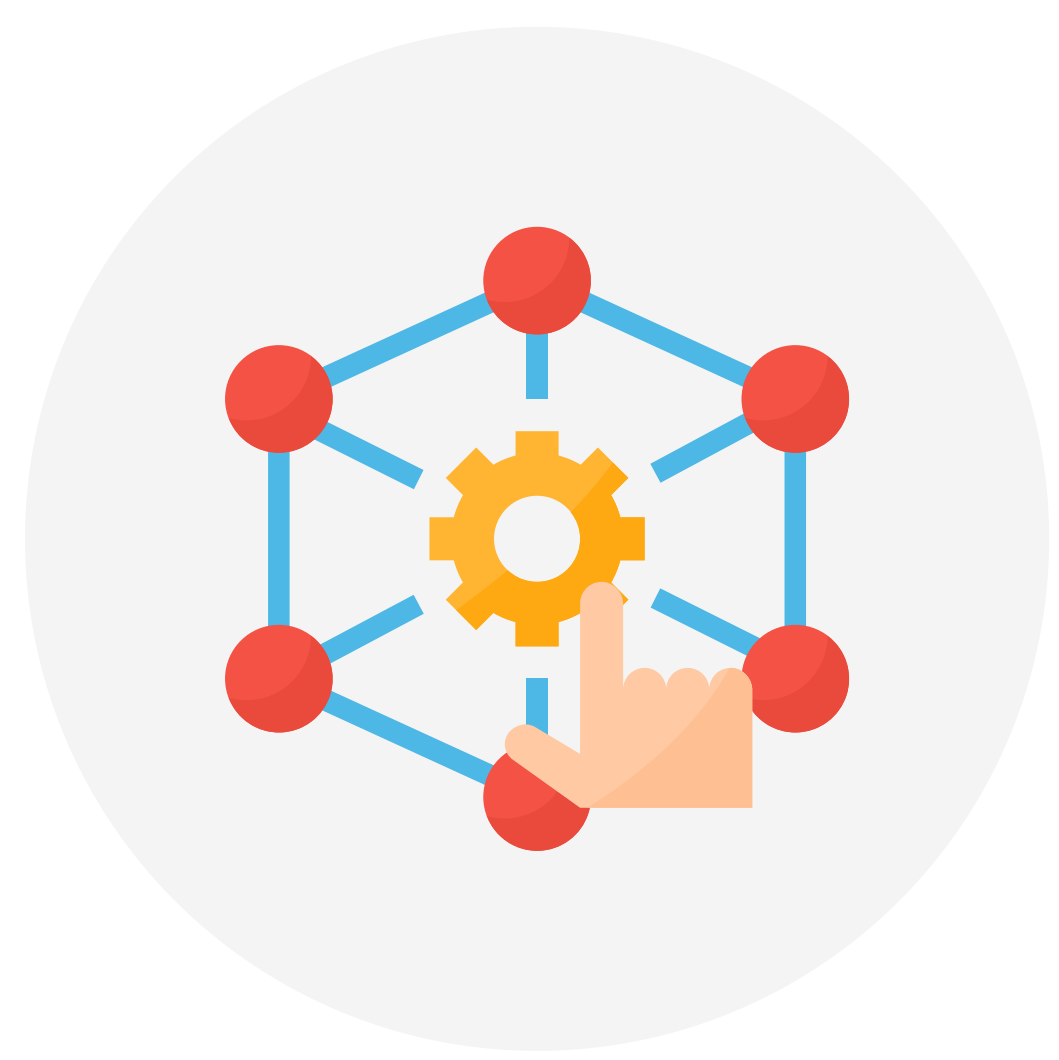




## Matches the Ideal Resources

Satisfied field agents stay connected with your business. Invest in field management software that analyzes and measures your field agent's performance. These detailed insights identify the high and low performers in the job. Appreciate the key performers to motivate & encourage the low performers to improve their performance.

Customer needs are growing and evolving with time. An online field service business that can complement the shifting landscape will sustain and slay the competition.



## Identifies the Key Performers

Every task is unique and might need specific skill sets to accomplish. Configure an assignment rule or choose an in-built assignment rule to match the best suitable field agents with the task.

You can configure the assignment rules on various factors such as resources' skills, location, availability, and route. Doing this decreases idle time, avoids oversaturating the resource, and allows the field agent to increase efficiency in the job role.



# NetworkON- Choosing the Right FSM to Fit Your Business Needs!

Using field management software has multiple benefits. NetworkON can be your one-stop destination to accommodate your business requirements with the power of automation and intelligence. Get a seamless hosting of field management software with end-to-end customizations with NetworkON.

With this tech partnership, you can expect :



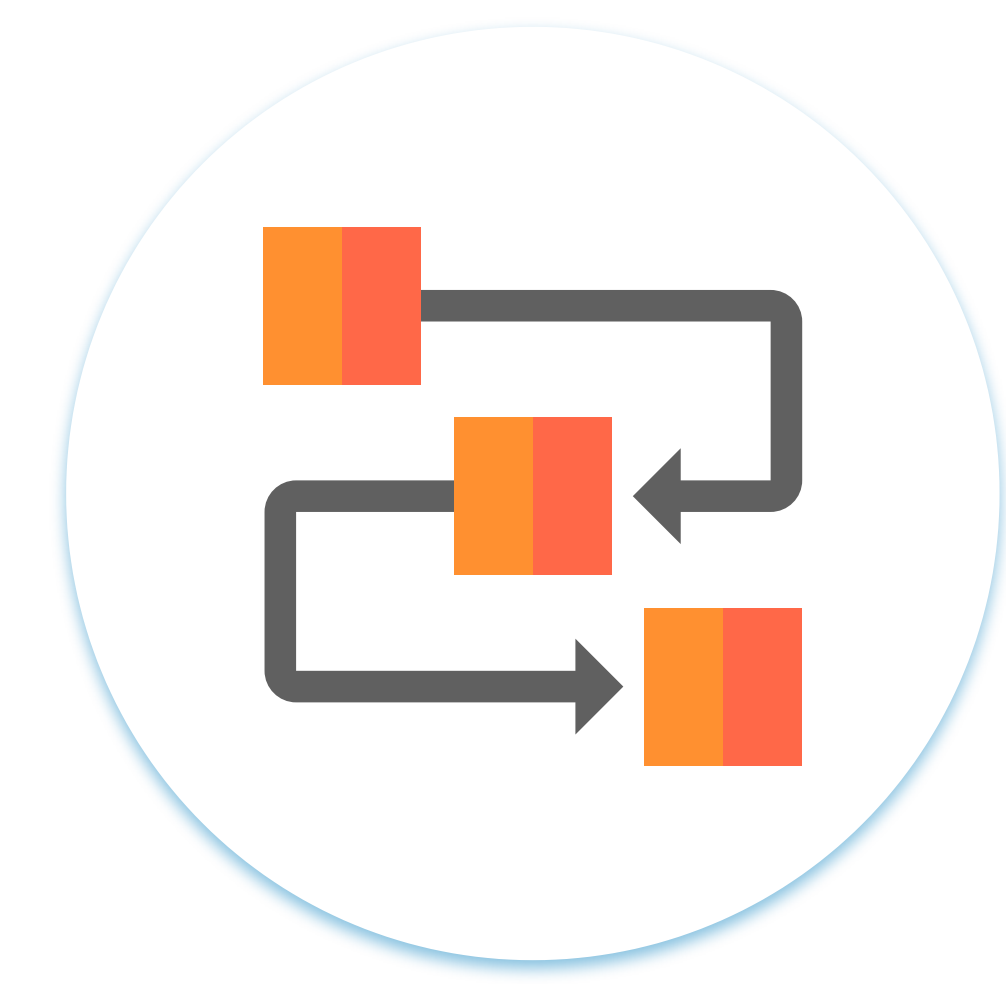
## Route Optimization

Let your field agents get navigated to the ideal route for every trip. It saves time and reduces fuel costs



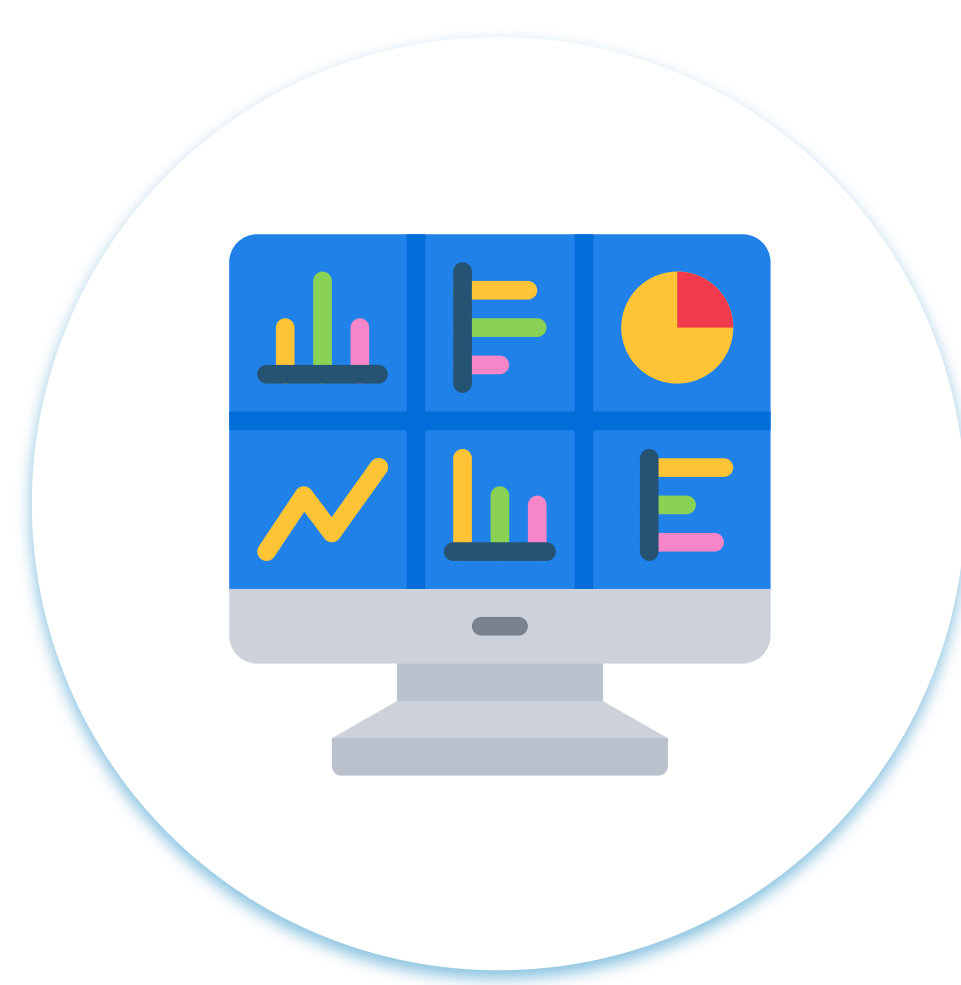
## Advanced Analytics

Get data-driven reports timely to get business insights and make informed decisions



## Automated Workflow

Leverage the power of automation to schedule and dispatch field agents seamlessly and instantly



## Centralized dashboard

Get a holistic view of all the activities on a single dashboard



## Payment Reconciliation

Automate the process of digital payments and creating invoices



# Wrapping Up

Choosing the right field management software is key to running a successful online field service business. Embrace technology to improve employee productivity and increase customer delight.

Connect with our product experts to know more or start your free trial today [info@networkon.io](mailto:info@networkon.io) or [visit our website](#).