



Managed Field Service

Bringing visibility to your field management system



Business challenge

Getting clear visibility into what's going on in the field is a huge pain point for many businesses. Once service technicians go out, it's usually a manual, inefficient process to monitor their progress.

Our approach

With Insight Managed Field Service, you get a tailored solution that provides real-time data to keep you in tune with what's going on in the field.

Insight has a long history of managing field services. As user expectations have evolved, so has Insight's ability to deliver the right experience. We perform thousands of assignments per year with a broad base of qualified technical resources. Our framework enables success using our proven methodology, systems and teams to deliver the intended outcomes. We can even manage partner teams allowing you to see the entire service work scope in one place.

Our solution

We give your technicians a way to stay in touch and blast through roadblocks with our intuitive mobile app. Here, technicians can input before and after pictures, custom forms and client signatures, so you get real-time updates.

We also provide an easy-to-use online portal. Stay on top of your portfolio of projects and user services with the activity summary on the portal home page, dispatch board and live status map.

Best of all, these solutions integrate seamlessly into your existing ITSM system.

Benefits

- Increased visibility
- An intuitive app
- Customized solution
- Easy integration

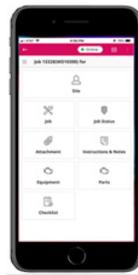


Get clear visibility into your field service work.

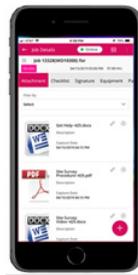
We work with you to design and tailor the process and user experience of your app and portal to deliver results. This may include: custom field procedures, video-based technician training and testing, user notifications and custom forms to collect data while on-site.

Field resources use our native mobile app to:

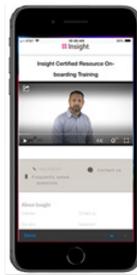
- Provide work progress updates.
- Refer to video training as needed.
- Provide before and after pictures.
- Complete forms data.
- Obtain client signatures.



Manage the Job



Provide & Attach Files



Video Training & Support



Field Procedures

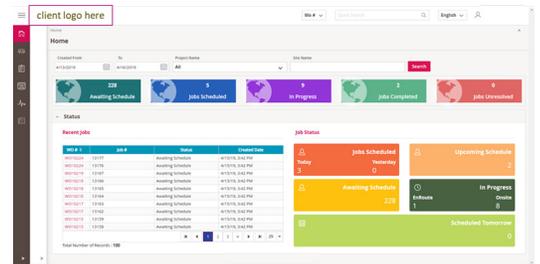


Custom Forms

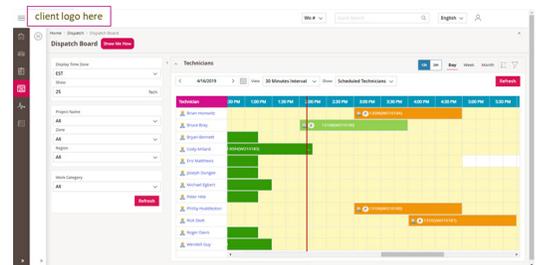


Signature

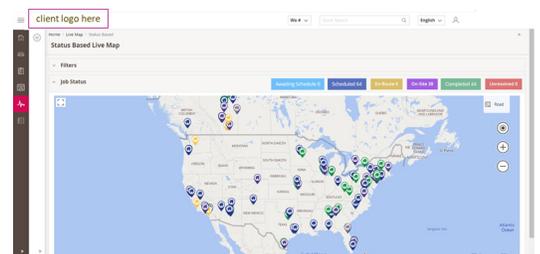
Insight provides you with a client portal to monitor progress of field work and review deliverables. The colored tiles show work summary by status and enable you to double-click right in to the detail contained in the summary. You can even submit work requests right through the portal.



Monitoring all work occurring throughout the day is easy with the Insight Dispatch Board. Here you can see the work by status, technician, and project or service. Work statuses are color-coded making it easy to quickly see how things are going in the field.



With the Insight Service Map you can see where work is occurring in your organization throughout the world.



About Insight

At Insight, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. We'll work with you to maximize your technology investments, empower your workforce, optimize your business and create meaningful experiences.