

Maintenance and Support Manager

I am responsible for overseeing all service and maintenance activities.
I need timely information on all planned and reactive calls that i need to
schedule to make sure we meet the SLA's we have agreed with our customers.

Challenges

Your business faces multiple challenges daily, but your systems shouldn't be one of them. Below are some of the top pains we know you are facing and how these can be addressed with Unite365!

Savings/ROI



Difficulty in scheduling calls to ensure optimum use of time and resources?



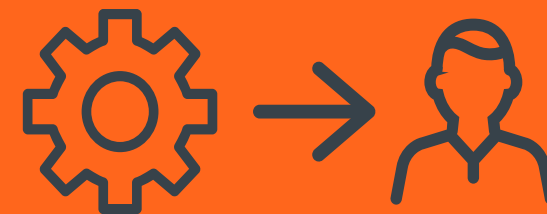
Effectively assign calls with complete visibility of field engineer availability and location with the inbuilt scheduler tool



Up to 20% increase in engineer productivity



Is allocating the right engineer with the right skill set time consuming?



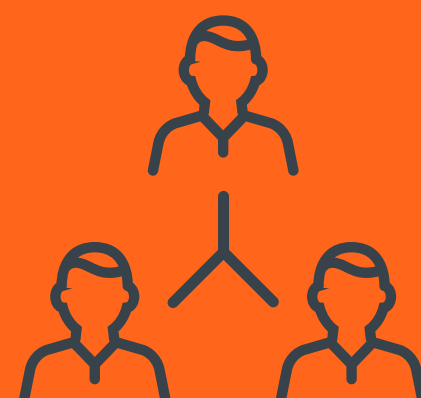
Allocate the right engineer with automated skill set matching



Significant improvements in actioning SLA's



Lacking visibility into field staff's progress on work?



Manage your team with real time visibility into their activities on each job



Improve customer and employee satisfaction



Difficulty in knowing when jobs are completed and ready to invoice?



Real time access to completed jobs that can be invoiced

Get in touch

Should you have a question or would like more information please contact us at:

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