

Service Edge Schedule Optimization Services

Successful field service transformation is an ongoing commitment rather than a one-time decision. It is a journey that involves people, time and alignment across the business on key metrics, processes and technology. With today's business environment evolving rapidly, responsiveness to change has never been more critical, and Click's technology is built for agility. We acknowledge your business changes and we want to ensure your ongoing success in achieving your business goals. Our Professional Services team will be here for you every step of the journey.

SERVICE AVAILABILITY

Recurring Schedule Optimization Services are included as part of your Service Edge Professional Plus or Ultimate edition for any new customer purchase starting Jan 2019.

What's included:

Members of your project team will work hand in hand with Click's optimization experts through a series of exercises to analyze, make recommendations and adjust your current scheduling policies to meet current business requirements at regular intervals.

Schedule Optimization Tuning Service

Click's Optimization Experts review your current scheduling policy, identify any gaps, and work with your project team to fine-tune the policy. This is based on business level conversations with the project team that identifies current business goals, acceptable KPI trade-offs, and results in implementation of recommended changes once agreement has been reached. This service occurs within 12 months after go-live, and is performed every other year thereafter.

Optimization Diagnostic Service

Click's Optimization Experts provide insights to deliver the most efficient optimization process. This includes an investigation of the many factors that may constrain schedule quality, including data quality, configuration, user adoption and schedule policies. Our Optimization Experts will deliver a summary report of all findings and recommendations that advise on an immediate and long-term action plan. They will work alongside you and take action on some quick wins. The Optimization Diagnostic is an annual recurring service.



BUSINESS VALUE:

Through thousands of engagements with our customers we've honed many best practices that optimize service delivery. By partnering with you along the journey we enable you to reach your business goals, as your understanding of the solution matures. Click Optimization Experts are here to ensure you are getting the most out of your investment in Service Edge. Leveraging Schedule Optimization Services enables you to:

- Increase the productivity and efficiency of your field service organization
- Increase the level of product automation
- Better comply with business goals
- Increase user adoption
- Increase utilization
- Reduce drive time
- Reduce manual labor

How do I learn more?

Contact your Account Executive to learn more about these value-added services.

CUSTOMER VALUE**HomeServe**

Home emergency repairs business

- Increased utilization 4%
- Reduced travel time 11%
- Increased their ability to schedule simple work to seasonal techs by 5X
- Reduced missed appointment windows by 12%
- Significantly reduced manual intervention in the schedule

SGS

The world's leading inspection, verification, testing and certification company

- Increased productivity 20%
- Increased revenue per headcount by 9%
- Reduced travel time 30%

**Click**

Actual Intelligence. At Work.