

ISV Solution Showcase

A Day in the Life
of a Technician



Thursday, December 3



12:00pm ET

hosted by



KEY2ACT[®]





ISV Solution Showcase: A Day in the Life of a Technician

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- Call Creation/Dispatch (Schedule)
- Completion in the Field (MobileTech)
- Back Office Review (Service Management)
- Reporting

Session Agenda

- 32% of companies have not deployed a mobile solution
- 33% of companies do not track truck inventory
- 20% of companies take more than 15 days to bill once work is complete
Almost half require 8 – 14 days to bill once work is complete

MSCA Survey

- 2019 Benchmark Survey
- 229 Survey Participants



Service Call Process

Live Software Demonstration

- Have deployed a mobile solution
- Truck inventory tracked using a software system
- Bill quickly - Average is 4–7 days

MSCA Survey

- Best in Class Practices



Questions



Thank You

For more information, please contact us.

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