

6 Rules of Flawless Field Service Reporting

You've heard the old adage "garbage in, garbage out". While trite, it serves as an important reminder that a ton of good data without purpose, structure, context and visibility, doesn't make for quality reporting. Nowhere is this truer than in field service. After all, the impact of your service decisions and business plan execution is based on the caliber of your information. With a little work and some sage advice, you can have flawless reporting. Here are six rules that will help you clear the debris from your field service reporting process.

1 Real-time reporting equals superior customer response

Real-time data collection is a field service mobile reality. So, failure to instantly create reports from information coming from the field shuts you off from incremental improvements in your day-to-day service operations. Real-time data snapshots, unlike historical views for resource planning, opens the door to immediate decisions that allow you to react quickly to customer and internal stakeholder requests – letting you exceed all expectations.

3 Dynamic service businesses need new information, quickly and easily

As your goals change, competitive pressures build and customers' expectations soar, what you measure will evolve quickly. Make sure you can easily change your reports to keep up with the pace of field service business. Your ability to make quick adjustments to your data, such as adding a new technician to your service team reports or updating regions to include different customers, is directly proportional to your capacity to make nimble decisions that positively impact your business.

2 Big performance gains, does not have to mean reporting pains

Whether you are using spreadsheets, or the most advanced business intelligence suite, the ability to set up reports and dashboards shouldn't keep you up at night. When data is thoughtfully organized and accessible, reporting doesn't consume all of your time and data comes together easily to create the right information. Whether you have business attributes like service territories or service metrics like first-time-fix rate at your fingertips, you can rest assured that you possess the critical performance measurements that will help you improve your service delivery.

4 If information is not actionable, don't bother to report it

Knowing that 72 hours of "free-of-charge" work was completed this week doesn't buy you much service management clout without the additional knowledge needed to correct or congratulate the right people. Whether good or bad the amount of non-billable work is only half the picture. Make sure you have the capability to easily combine data that paints a more complete picture of your business. If you can pull together, with just a few clicks, measures like billable and non-billable hours by service team or installed product, your organization is one step closer to multi-dimensional reports that deliver a wealth of actionable intelligence.

5 More visibility means better field service

The reports and dashboards you use may provide all the decision ammunition needed to blow away your goals. However, your business processes may not hit their target if you don't use metrics to benchmark best in class performance across your company. Set your information free, make reports visible and start new conversations within your organization. When you start to discuss why some regional service teams have the largest first-time-fix rate or what products have the lowest mean-time-to-repair, you'll drive better business insights and hit the mark on best practices.

6 Don't just manage by reports alone

Reports are not the only means to your performance management end. In field service, customer delight depends on the immediate interaction of your organization and clients. Up-to-the-minute information facilitated by social collaboration tools and combined with trending metrics, like completed work orders, provides the best input to improve and manage service delivery. If you can imagine knowing exactly when and why a technician is having trouble or if a job has been completed in record time, you can also picture all the management possibilities that catapult customer satisfaction and revenues to the next level.

Is it time to give your field service data a scrub? We can help. Contact ServiceMax today and start your journey to flawless reporting.

