

Simplify Field Service Management

for more efficient service delivery



A support infrastructure built to unite

Your field teams are the face of your company, and their ability to resolve your customers' problems can make or break the brand experience. Wasted time, inefficient expertise, and disjointed communication can lead to poor service and customer churn. Merging your entire service operations onto a single digital platform allows field teams to focus on helping your customers, ensuring brand loyalty stays intact.

Synchron Field Service can help connect your teams and your customers to optimize field service management, mobilize technicians, and improve the overall service experience. With it, you'll enable your customers to help themselves, improve first-time fix rates, seamlessly coordinate scheduling and partner relations, and increase aftermarket revenues.



Empower your customers

Expand customer visibility into rendered services and simplify access to self-service capabilities.



Mobilize your technicians

Improve technician utilization, automate service tasks, and increase first-time fix rates.



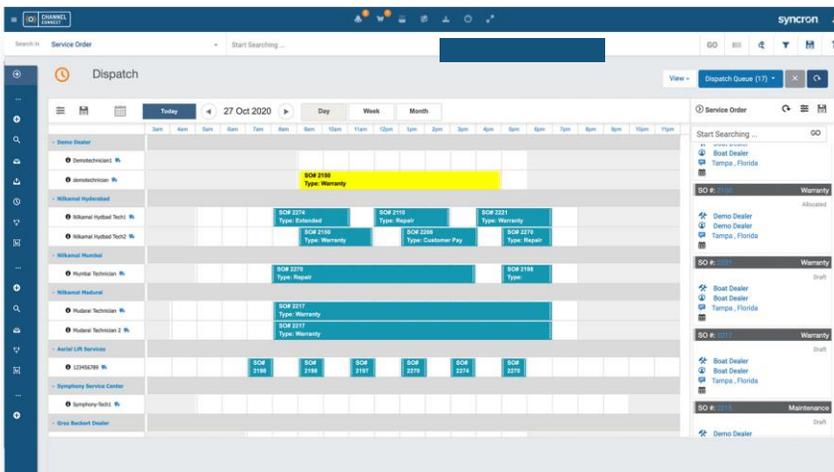
Orchestrate your field service

Optimize dispatch and scheduling, better integrate with service partners, and gain analytical insights.



Grow aftermarket revenues

Increase aftermarket revenues and monetize customer touchpoints throughout the service lifecycle.



92%

of field service organization executives want to transform their service models to meet consumer needs.

75%

of field service businesses that use mobility tools have experienced increased employee productivity, while the rest have seen customer satisfaction rates rise.

Ensure optimal service is delivered with the right skills, tools, and parts, regardless of whether you're utilizing an internal field workforce, partner network, independent contractors, or all three.

Core capabilities



Empower your customers

Make it easier for your customers to resolve simple issues on their own and provide easy access to your teams for the larger ones.

- Elevate your customers' self-help capabilities
- Simplify how service requests are submitted
- Provide real-time visibility into service activities



Alleviate the stress of managing field teams

Eliminate departmental silos and disparate systems and better connect teams, customers, and processes.

- Optimize dispatch and scheduling
- Manage field service networks
- Leverage insights and improve performance
- Decrease overhead and accelerate billing and payments



Boost your field team's productivity

Enable technicians with the right knowledge, tools, and parts to get the job done.

- Increase first-time fix rates
- Automate routine tasks
- Improve technician utilization
- Report and track time



Gain additional aftermarket revenues

• Increase service plan purchases and monetize customer touchpoints.

- Grow service plans and parts revenues
- Leverage field teams for cross-selling opportunities

synchron Depot Repair

Streamline the end-to-end depot repair process

synchron Parts Catalog

Enhance service parts management and operations

synchron Field Support

Create, manage, and monitor support requests in real-time

synchron Service Knowledge

Share and connect service knowledge, universally

Leading manufacturers rely on Synchron Field Service



Synchron Field Service is a Major Player
in the IDC MarketScape: Worldwide Manufacturing
Field Service Management Applications 2021–2022
Vendor Assessment.

Start the conversation today!

Whether you're interested in a strategic conversation, value assessment or technical demo, our team can't wait to speak with you! Reach out to us directly at info@synchron.com.

Learn more about Synchron Field Service and how it can work for your business at synchron.com/field-service.



Synchron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Synchron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, equipment uptime, warranty, and field service management. Delivered on the Synchron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit synchron.com.