

praxedo



SOLUTION GUIDE

Field Service Management Software

Empower field teams with best-of-breed software in the cloud

Table of contents

1. FIELD SERVICE MANAGEMENT

5

- 1 → Introduction to Praxedo
- 2 → Best-of-Breed vs. All-in-One
- 3 → Features & Functionality
- 4 → Integration and Implementation
- 5 → Customer Success Stories
- 6 → Praxedo in Numbers



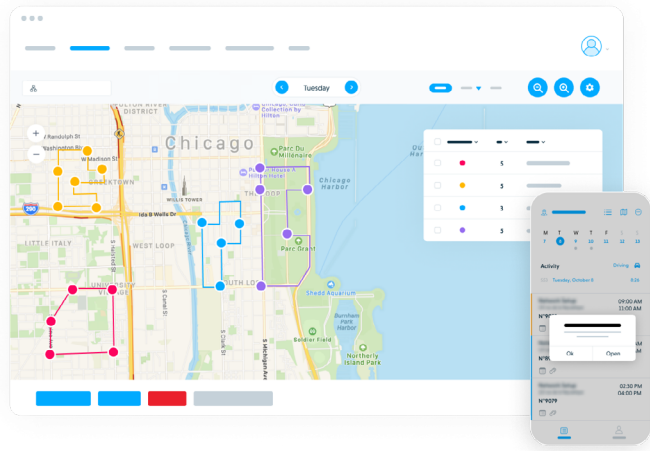


Field Service Management

Field service management is undergoing a transformative shift with the integration of advanced technologies such as automation, artificial intelligence, and IoT. Mobile applications and cloud-based solutions play a crucial role in managing work orders, scheduling, and communication, offering real-time access to information for field service professionals. Despite these advancements, managing a remote workforce in a field service organization remains a challenge.

In this new era, everybody (the field technician, the executive, the customer, the dispatcher, etc.) wants to feel connected with the business. The broken communication that often results from inappropriate field operations tooling drives the efficiency of service organizations down. That ultimately leads to a poor customer and employee satisfaction, which directly impacts the top and bottom lines of their P&L.





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« Praxedo has given us the capability to save precious time in our everyday tasks – Dispatching is a breeze and we've increased our productivity by almost 20%. »

Ryan Barefoot, Vice President, Snake & Rooter

1 → Introduction to Praxedo

Field professionals choose Praxedo to elevate service quality through an intelligent system that ensures customer satisfaction. This best-of-breed software streamlines route planning for technicians, enhancing productivity well beyond simply completing work orders. With Praxedo, you can empower your field technicians and maximize market share through process automation.

Praxedo directly contributes to profitability by strengthening margins, enabling immediate invoicing, and reducing Days Sales Outstanding (DSO) for a secure cash flow. Enhance customer loyalty with improved responsiveness, real-time updates, and a seamless experience. Additionally, Praxedo boosts field technician motivation.

Advantages of Praxedo

- Empower field technicians with an easy to use mobile app.
- Supercharge your operations with AI-powered scheduling.
- Deliver a stellar customer experience with real-time data synchronization.

2 → Best-of-Breed vs. All-in-One

Praxedo represents a best-of-breed software solution that excels in field service management, providing unparalleled performance in its area of expertise. Contrary to the misconception that best-of-breed solutions may have limited features, Praxedo offers a broad range of capabilities, ensuring comprehensive coverage of specific business needs. What sets Praxedo apart is its unparalleled expertise and depth in managing work orders, optimizing route scheduling, and improving technician productivity.

Our unwavering focus is on delivering the best FSM tool in the market. This enables our customers to benefit from constantly evolving, cutting-edge functionalities, tailored to their field operations requirements.

On top of this, the comprehensive capabilities of the solution coupled with a configuration-based approach mean users are able to realize value in a short amount of time. This time savings translates to quicker ROI compared to other all-in-one solutions.



3 → Features & Functionality

Discover features for dispatch teams, field technicians, and customers. Simplify dispatch and field management with automated route optimization for efficient scheduling. Empower technicians with the Praxedo app for instant access to work order information. Enhance customer loyalty with real-time communication and job updates, ensuring transparency and service excellence.



Smart Scheduler

An automated route optimization tool that mass assigns jobs to technicians based on location (with actual travel times computed), skill sets and availability.



Map Planning Module

View and search for your technicians' locations and nearby work orders. Easily create or update efficient schedules by dragging & dropping work orders to routes directly from the Map planning module.



Offline Mode

Praxedo's mobile app is available and usable even when your employees do not have access to an internet connection. Information is synchronized as soon as the mobile device regains access to the network.



Advanced Scheduler & Optimized Slot Finder API

Presents your Customer Service Reps with optimized time slots for a requested job, based on your technicians' locations (with actual travel time computed), skill sets and availability. The API availability allows for the integration of this feature in a customer-facing portal.



Real-Time Work Order Tracking

View in real-time your field technician's activity and work order status so you know who is where doing what. Use activity tracking to report valuable data like actual vs planned work time, and hours worked per day, week and month, or to handle customers inquiries.



Nearby Work Orders Self-Scheduling

Technicians can search for and assign themselves nearby work orders. You have control over what types of work orders can be self-scheduled and who can self-schedule.



Track Items Used

Track items used while performing work orders. Your field resources can consult the list of expected items, update the actual quantities and declare items consumed onsite. Easily monitor and keep up-to-date the inventory level of consumable items in real time, and connect Praxedo to your inventory management system for increased efficiency.



Remote Video Assistance

Remotely troubleshoot and properly qualify incoming requests to save pointless trips to job locations. When your technicians are on-site and face a situation they don't know how to handle, give them the ability to initiate a video call with a remote expert, another field technician or someone in the office, to get immediate assistance.



Team Management And Scheduling

Create teams of field resources and automatically schedule work for them in just one click. Build set teams for set durations. If you have 3 people on a 'team'/project - assign a work order to one, and it will be assigned to all three of them.



Streamlined Process Workflows

Give your field technicians access to a step-by-step workflow, tailored to each job type. Conditional logic will guide them through the process you've designed, ensuring a consistent experience for your end-customers, while securing a first-time-right approach.



Configurable Forms

Easily capture all kinds of data relevant to your business by creating your own forms in Praxedo. Flexible, no-code approach: no computer skills needed.



Cockpit: Real Time Indicators

As a real-time, configurable dashboard, Cockpit provides a snapshot of the situation in the field at any given moment. The Cockpit displays work order status indicators that allow you to monitor and respond to problematic situations.

Seamless Integration and Implementation

Open APIs, Tailor-made Connectors, and Expert In-house Delivery

Beyond feature richness, Praxedo distinguishes itself in terms of implementation. With in-house teams handling the delivery, a seamless, easy implementation process is ensured. Praxedo's standout feature lies in its open APIs, seamlessly integrating with other software and systems to promote interoperability and a cohesive digital ecosystem. This also enables the implementation of advanced automated workflows.

- Effortlessly synchronize your data with our tailor-made connectors, ensuring real-time updates for technicians, customers, equipment, and more.
- Generate work orders to be scheduled in Praxedo from your information system.

- Retrieve & consolidate service reports entered on Praxedo Mobile from your information system.
- Utilize post-service information, such as stock updates and hours worked, all with ease.

Connect Praxedo with your ERP/CRM solution through our range of connectors or our open APIs.



5 → Customer Success Stories

Don't just take our word for it. See how companies like yours are benefiting from Praxedo's field service management software solution.



All West Communications

With Praxedo, we're able to make more service calls and install more services on a daily basis, allowing us to better achieve our business goals.

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Snake & Rooter

Dispatching is a breeze and we've increased our productivity by almost 20% (7.5 hours per week).

[READ MORE](#)



Circet

We receive approximately 2,500 work orders per day. Before Praxedo, it took us 4 hours to manage them. This time has been reduced to just 1 hour per day.

[READ MORE](#)



Boardwalk

The Praxedo Support team has been so helpful. Their assistance is priceless and has been critical for the success of our project.

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6 → Praxedo in Numbers

With **20 years of experience** in field service management, Praxedo is trusted daily by over 1,500 field service organizations and 65,000 users to optimize scheduling, digitize work orders, and track field technicians' activities. Notably, Praxedo has been recognized by Gartner as a pioneer in field service management software since 2016, underscoring its reputation as a reliable and innovative solution.

Customers choose Praxedo for its easy-to-use, highly customizable open web platform and mobile app that integrate seamlessly with third-party systems. Due to its scalability and unmatched implementation times, Praxedo has become one of the world's top software solutions in Field Service Management.

Founded in 2005, Praxedo has quickly expanded its operations in North America and Europe. Its offices are located in Canada, France, Germany, UK, Spain and its solution is marketed across more than a dozen countries.

1,500 customers

65,000 daily users

150,000 jobs per day



Begin optimizing your field
service operations today.

GET IN TOUCH

Praxedo Software Inc. | North America
+1 833-PRAXEDO (+1 833-772-9336)

praxedo.com



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