



service
cruiser™

DRIVING YOUR
CUSTOMER EXPERIENCE

www.esas.eu

Agenda

- Common field service challenges.
- Turning these into opportunities.
- How this can work for your organization.

Common Field Service Challenges

Customer Experience

- More demanding customers
- Experience impacts retention and acquisition
- Sustaining high service level; including net promoter score, first time right, etc.

Total Cost to Serve

- Bad service = high cost
- Balancing quality and cost
- Improving workforce management through automation

Time-to-Market

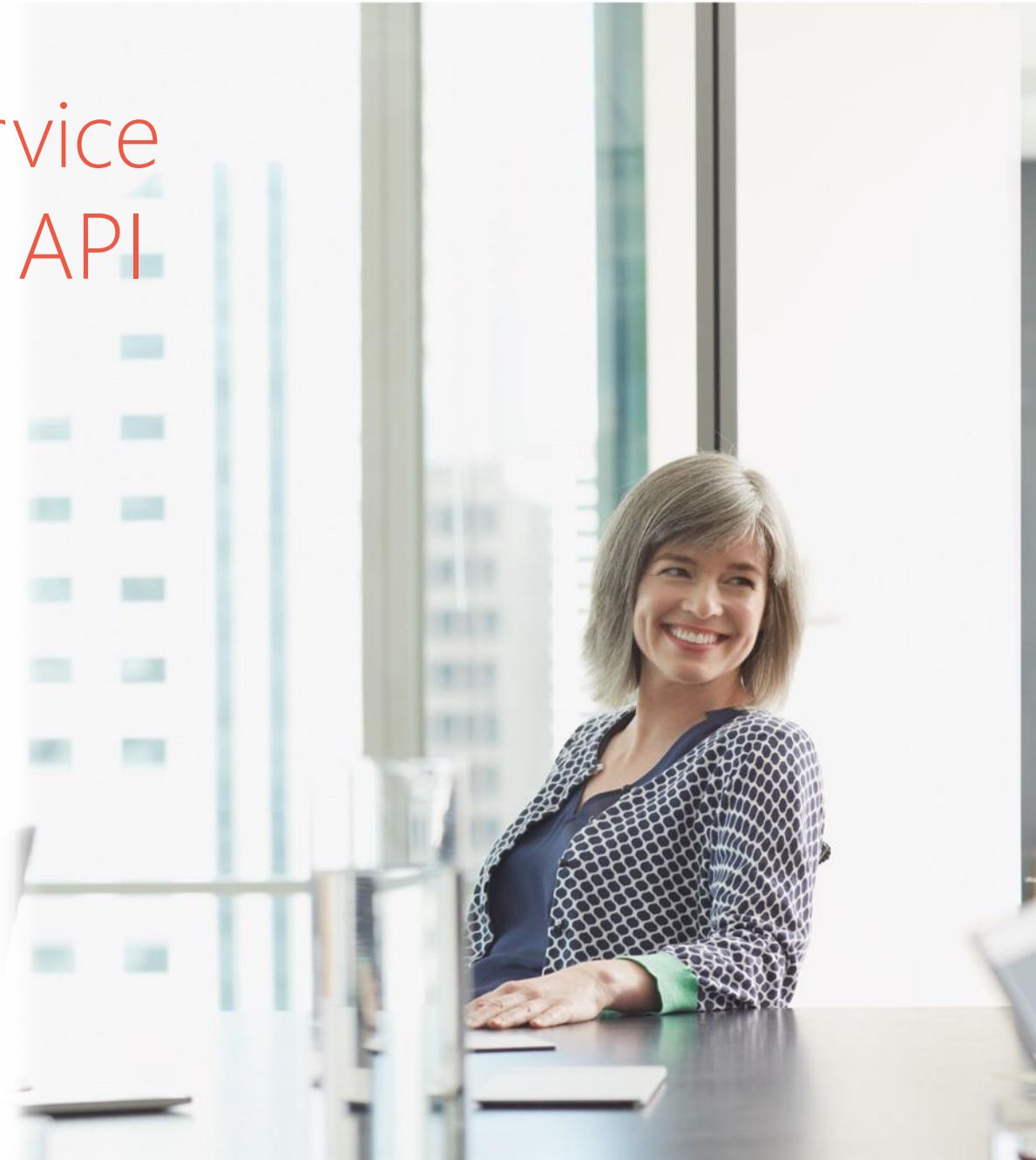
- Service design is last in line but is often crucial to company's success
- Can slow time to market for new products and services

Risk Management

- Financial risks, especially when first time isn't right
- Operational risks of building and maintaining a field service team

Imagine a Complete Field Service Organization Behind a Single API

- Increase your Net Promoter score by 55pts.
- Decrease your cost to serve by 35%.
- One-stop shop brings all of the pieces together, reducing risk.
- Cut time-to-market for new services up to 75%.





Service Cruiser Overview

Service Cruiser™ brings you a complete portfolio of field service operations with cloud software for field service management, resulting in unparalleled efficiency and customer satisfaction.

ESAS delivers the field service engineers behind the software. Together, our 1000+ employees offer you the most automated, integrated, and performant customer service offering available in the Benelux market.

Service Cruiser for Your Organization

**For telecom,
utility, and retail
organizations
with field service
needs.**

- Real time allocation and reallocation of tasks to engineers in a mathematically optimized way.
- Continually monitors performance and provides ongoing optimization.
- Enables external services and devices to request intervention, even for preventative maintenance.
- Integrates with existing systems and gives customer service full visibility.

**For smart device
and connected
services vendors
with field service
needs.**

- Gain a complete, end-to-end field service solution behind a single API.
- Have a field service team up and running in weeks instead of years, with one vendor instead of 20.
- Market leader in IoT service management in Benelux, with >1000 IoT technicians.

Microsoft Azure Cloud Foundation

Microsoft Azure provides the underlying cloud infrastructure to enable the scalability, security, and flexibility needed for a modern, global service.

You can count on:

- Built from the ground up for security
- Data privacy as a priority
- Broadest compliance portfolio, including ISO 27001, ISO27018, SOC 1, & SOC 2
- Enormous processing capability
- High availability & geo-redundancy



In the words of our customers . . .

"We brought Service Cruiser into our organization because we knew we could count on ESAS to provide peace of mind. Now I can put my feet on my desk and know that everything is working, with full visibility into what is happening in the field."

Operations Manager,
Communications Industry



Let Our Experts Create a Service Analysis for Your Business

Business

Improve your total cost to serve

IT

Increase automation & integrate with existing systems

Operations

Improve quality and reduce risk

See it in Action

Come visit us to see Service Cruiser in action!

