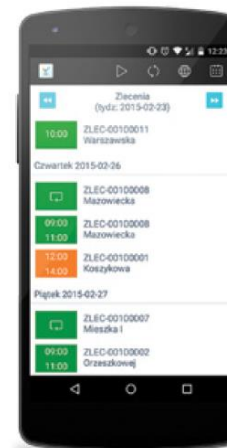
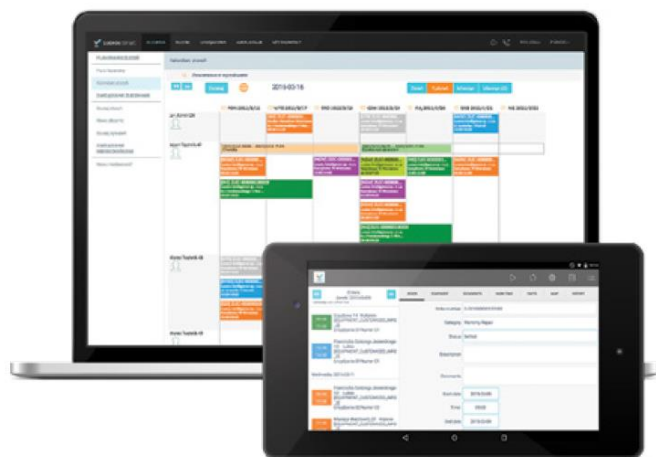




# Smart and Easy Field Service Management

## WHAT IS LUCEOS SMART

### Web Portal and Mobile Application.



#### Portal

Managers and Administrators

#### Mobile Application

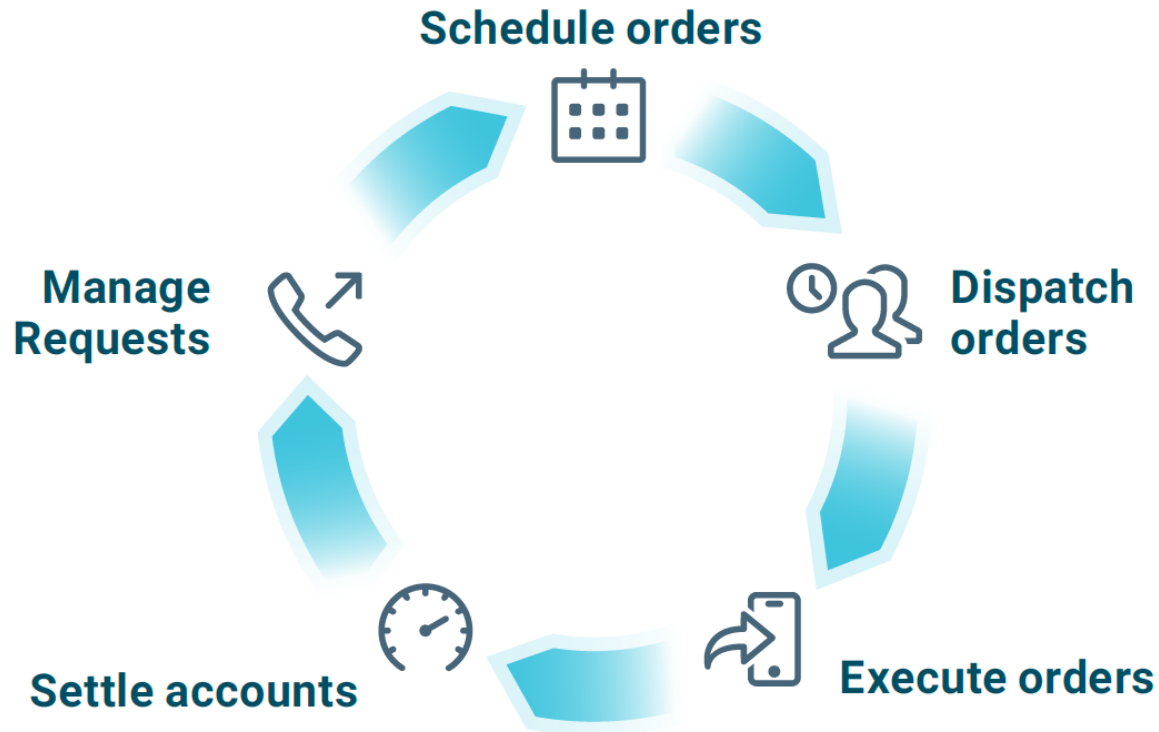
Field worker

Luceos Smart Service Management system is suitable for field service management in many industries. Automate and optimize the whole **shedule – dispatch – execute – settle** process for more orders in less time.

## LUCEOS SMART IN YOUR COMPANY



Supports **the whole cycle** of your field service management process.



# Modules



Orders Management



Parts and Services Catalogues



Service Requests



Absences



Work time Measurement



Call Center integration



Service Order  
Customer Report



Mobile  
Inventory



Clients, Equipment,  
Location data



Workers Positions, Routes,  
egration with Google Maps



E-mail and SMS  
Notifications



Key Performance  
Indicators



Google Drive integration



Service teams



Documentation and Photos



Delegations



Data Export



Financial and Inventory  
Integration



CRM integration



Service Checklists

# Benefits

Increased  
service revenue

Increased  
productivity

Higher  
efficiency

Overhead and  
administration  
costs reduction

Data integration  
and real-time  
analysis

Shorter billing  
cycles

Scalability

Improved  
customer  
satisfaction

# Advantages

Measurable benefits



Increased  
flexibility of operation

14%

Increased revenue

30%

Lower costs of  
coordination



**Luceos Smart**  
SERVICE MANAGEMENT



Cost reduction  
and predictability



Increased effectiveness  
and  
efficiency



Increased  
competitiveness

20%

Increase  
in requests realized

# Management of field service



## 1. Manage

Monitor Processes  
and Their Profitability

Real Time View on Actual  
Service Work Status

Reports

Key Performance Indicators



## 2. Schedule

Register Requests

Create Orders Easily

Order Calendars and Maps

Order and Equipment Locations

Real and Actual Orders Statuses

Historical Order and Equipment  
Documentation

Notifications and Reminders

Absences

Immediate Information Exchange



## 3. Execute

Order Calendars

Order and Equipment Data from  
the Field

Work Time Measurement

Track Used Parts and Services

Mobile Inventory

Failure Root-Cause Analysis

Order Documentation and Photos  
from the Field

Historical Orders and Parts

Service Order Customer Report



## 4. Settlement

Immediately after the Service

Based on Actual Data  
and Order Report

Integration with Inventory  
and Financial Systems

## 5 STEPS OF THE ORDER PROCESS

Schedule, Dispatch, Execute, Settle, Analyze.





# Luceos Smart Service Management



- **IT system used to manage the field service department.**
  - ✓ Web Portal for the Manager, Coordinator and Salesman
  - ✓ Mobile App for the engineer. **Online and Offline.**
- **Available through the cloud.**
- **No initial cost.**
- **Monthly fee**



- **Database** of clients and devices
- **Interactive and dynamic** order calendar
- **Monitoring of work** of engineers in **real time**
- **Maps** of orders, devices
- **Data availability** from any location
- **Support** to processes of **quotation and settlement**
- **Reports, Key Performance Indicators**
- **Integration** with CRM, ERP...



SaaS



# Luceos Smart Service Management



How do we help our clients

- **We are not into rebuilding business processes - we improve them**
  - ✓ Automatic information flow
  - ✓ Making information available where it is needed most
- **We integrate management of a service department with the remaining processes**
  - ✓ Integration with the CRM, ERP systems, including warehousing systems, fleet systems, accounting systems, etc.
- **We radically increase the data collection speed and data accessibility.**
  - ✓ Real-time access to field data
  - ✓ Access to historical data from any location
- **We provide tools to measure and increase efficiency**
  - ✓ Measurement and presentation of Key Performance Indicators
  - ✓ Ability to dynamically change the task schedule on basis of current information and planned actions
- **We help you in knowledge management**
  - ✓ The functions of "Luceos Smart" organized information related to management and business processes of companies by providing you with management-supporting tools.

# Luceos Intelligence sp. z o.o.

Specialist in optimizing service operation processes



- Experience:
  - ✓ Implementation and integration of IT systems
  - ✓ Increased efficiency and profitability of the business
  - ✓ Transformation and development of business processes
  - ✓ Management of sales
- **2009** - first implementation of Luceos Smart Service Management system
- Award in a competition "**TECHNOLOGY OF THE FUTURE**", 2014



**LUCEOS** INTELLIGENCE



**Luceos Smart**  
SERVICE MANAGEMENT

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