ServiceMax FieldFX

The industry-leading field service platform built specifically for oilfield, environmental, and industrial service providers

FieldFX is a mobile field operations management solution that connects the field and back office across the entire quote-to-cash process. Built for oil and gas, industrial, and environmental services organizations, FieldFX helps teams manage pricing, quoting, jobs, field tickets, personnel, equipment, and electronic forms in a single, connected platform. Used by operations, field crews, and accounting, FieldFX streamlines execution and billing, improves revenue capture, and delivers real-time insight to drive better business decisions.

Why FieldFX?

Many service companies suffer with high days sales outstanding (DSO) due to the slow, inefficient, paper-based processes. FieldFX end-to-end operations management that informs your full quote-to-cash business model will make your existing business processes more efficient. Companies that deploy FieldFX report numerous benefits including:

- Reduce days sales outstanding and increase cash flow
- Lower days to invoice and increase invoice accuracy for greater revenue capture
- Accurate contract compliance to eliminate revenue leakage

Centralized Job Management

All of the information you need is at your fingertips in one centralized database. Price books, staff, labor rates, equipment, materials and job-related documentation are kept in one consolidated solution. This allows you to reduce mistakes in job quotes, invoicing and dispatch. With FieldFX in place, pricing is accurate, revenue leakage is eliminated and dispatching the right equipment and people to jobs in a timely fashion is the norm. Aggregating all of the data into one central repository gives management the ability to pull reports for business intelligence and analytics purposes.

With our industry-leading sync times, the information is available for processing by the back-office from the field in seconds.

Work in Remote Locations

Field personnel often work in remote areas without reliable Internet service but they need to stay connected. FieldFX works both online and offline on phones, tablets, or laptops on iOS, Android, and Windows, so your field technicians can execute the job, make changes to the ticket, attach any related photos or documents and record any relevant site data. When the crew member returns to an area with internet access, they simply synchronize their tablet or laptop with the FieldFX cloud.



★ Feature Highlights:

- Collaborative job management to keep everyone in the loop
- Understand bottlenecks to get paid faster
- Invoice correctly and on time, every time
- Eliminate ticket leakage, reduce DSO, reduce DTI

A Seamless Workflow for Field Service Companies

FieldFX consists of several seamlessly integrated modules designed to meet the unique needs of companies in the oil and gas, industrial, and environmental services industries.

- **FX Enterprise:** Streamline the entire quote-to-cash process—from contract and quoting to scheduling, field ticketing, and invoicing—with a solution that works anywhere, online or offline.
- **FX EAM (Enterprise Asset Management):** Maximize uptime and utilization of company owned, mobile assets with intelligent processes that drive reliability, preventative maintenance, and regulatory compliance.
- **FX Advanced Pricing:** Improve the effectiveness and accuracy of the quote-to-cash process by providing contract administrators with the ability to model contracts with complex rules based on the operational and environmental characteristics of jobs.
- **FX Schedule & Dispatch:** Take the information off of the whiteboard and put it right into an easy-touse, web-based dashboard that displays all of the information you need to get the job planned, the crew dispatched and the equipment scheduled.
- **FX Analytics:** Improve decision-making by generating powerful custom reports using data collected from field operations.
- **FX Customer Self-Service:** Empower your customers with the ability to securely access their job and ticket data in FieldFX. Assign your customers a secure account and allow them to review and approve tickets, add comments, monitor job progress, view safety records and more.
- **FX DataGuide:** An easy-to-use solution to ensure the correct digital forms are provided in the right circumstances. The advanced logic, built into the forms, provides a guided experience for the user, as well as the ability to capture the data in remote locations, offline from the Internet.
- **FX Timecards:** Make the process of tracking payable time for employees, including those working remotely, simple and more efficient.
- **Zinc:** A real-time communications app that enables fast, secure communication across service teams, giving instant access to information through messaging, voice, video, and broadcast channels.

FieldFX was developed with field personnel in mind. Its user-friendly features and easy-to-use structure increase the implementation and long term success rates with field personnel.



About FieldFX

The FieldFX product suite is a complete mobile field operations management solution, providing companies in the oil and gas, industrial and environmental services industries with the ability to organize and manage jobs, quotes, field tickets, equipment, contracts, price books, and labor, along with customer-specific electronic forms such as safety incidents, inspections and other operational data reports.

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