

FieldFX by ServiceMax

Complete Mobile Field Operations Management Solutions

The FieldFX product suite is a complete mobile field operations management solution that empowers companies in the oil and gas, industrial and environmental services industries with the ability to organize and manage jobs, quotes, field tickets, personnel, equipment, contracts, price books, electronic forms and more. Operations, field personnel and accounting utilize FieldFX in the office and the field to produce a more streamlined, efficient and valuable mobile field operations process.

Centralize 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 an iPad, Android, or Windows-based tablet or laptop so your field technicians can perform 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.

Customizable Alerts Ensure that Everyone is In-the-Know

FieldFX has an alert engine built into the system enabling users to set up email or text message notifications throughout the workflow process. Alerts, including when, why, and to whom they are sent, are all customizable.

Experience Benefits Office-Wide with FieldFX

Companies that deploy FieldFX report numerous benefits including increased cash flow, invoice accuracy and revenue capture, as well as improved contract compliance and business processes.

Reduce Days Sales Outstanding

Many service companies suffer with high Days Sales Outstanding (DSO) due to the slow, inefficient, paper-based processes. FieldFX will make your existing processes more efficient. This streamlined approach will result in a dramatic reduction in the elapsed time between when work is performed and a correct invoice is sent to a customer, effectively resulting in a decrease in your DSO.

Feature Highlights:

- Notify sales, operations, accounting, field personnel, and more
- Triggering events can include ticket and job status changes and the status of aging tickets and jobs
- Alerts can include immediate SMS texts and emails, daily emails, or weekly emails
- Filter alerts by office, customer, business segment, and crew
- The alert engine can be used throughout the FieldFX E-Field Ticketing and Job Scheduling modules.

Cross organizational alignment results in consistency in data across sales, contract management, quotes, price books, scheduling, supervisors, operators, and accounting.

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 E-Field Ticketing:** Streamline the entire field ticketing process, from operations to field personnel and invoicing, with an easy-to-use solution that works in the office or the field, online or off.
- **FX EAM (Enterprise Asset Management):** Enhance physical asset management by providing process and in-telligence that allows for increased equipment reliability, systematic preventative maintenance and efficient regulatory compliance.
- **FX CPQ (Configure, Price, Quote):** 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-to-use, 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.
- **FX Forms:** Create electronic forms beyond the field ticket and brand them to look like your existing paper forms.
- **FX Trucking:** A fit-for-purpose, segment-specific app that provides a seamless experience for the dispatcher and driver.
- **FX Rental:** A fit-for-purpose module that provides a seamless experience from the warehouse to the field to the back office, capturing asset and consumable data throughout the rental lifecycle.

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.