Field Services

Field service management faces serious challenges that involve multiple levels of coordination. In addition to the day-to-day operations and the administrative aspects of field service management, companies need effective strategies to meet customer expectations, balance the workforce, and stay profitable.

Every company needs precise and transparent data to compare their performance against goals and make decisions that move the business forward. Do manual methods (like spreadsheets, paper documents, and calculators) provide accurate analytics? Maybe, but only after a mountain of manual data entry and research. Dashboard and reporting modules contained in PenguinData will help decision-makers monitor trends and performance without adding hours of labor to their already full schedule. Plug-and-play reports are a great way to analyze your organization's revenue, cost, performance, and overall efficiency.

PenguinData allows customers to recognize that Work from Home (WFH) days are becoming more common worldwide and in multiple industries. Now more than ever, workers can telecommute from home on sick days, taking care of family, or running errands. While the option to work from home is a great benefit, you and your team must have the correct software in place to ensure you can still hit your goals even when accounting for WFH days. This is especially true when unforeseen circumstances keep you or someone on your team out of the office for an extended period. This can happen to an individual or entire companies, as seen with the Coronavirus outbreak.

Customers expect your company to deliver the products and services they pay for, and your company relies on its employees to meet these expectations. That means it's essential that field workers maintain their assigned schedules, even while away from the office. It's helpful to know your technicians' real-time location, performance, and adherence to assigned jobs and hours. PenguinData allows your workforce to manage their entire day without having to work from a desktop computer or provide daily work logs of completed work. Mobility always keeps them connected to important issues by using a sound work order management system. PenguinData Workforce Management provides your field with important work order information and the ability to add notes, update job information, and provide pics and videos. All of this information is made accessible via our dispatch module.

Gone are the days when employees needed to punch a traditional time clock or fill out a paper timesheet with their hours worked each day. Like many other HR functions that PenguinData provides, the process of recording how long employees work each day has gone digital. It also eliminates the need for someone on staff to correlate all the timecards and transfer that data into the payroll system. This frees up those employees to work on other tasks. In addition, removing humans from this task cuts down on potential payroll errors. PenguinData's time and attendance tracking gives businesses everything they need to track and manage their employees' time, including overtime. This crucial information is automatically reflected on multiple payroll reports provided within PenguinData, saving time and increasing accuracy.

PenguinData's warehouse module allows our clients to monitor current inventory levels in real-time. This prevents time loss due to understocking and space waste due to overstocking. Custom inventory rules can also notify you when inventory or picking violates your standards. This allows field technicians to request materials remotely and know when those orders have been filled, expediting the overall process and increasing efficiency. Field technicians are given the ability to consume materials on their assigned work orders.

PenguinData helps companies deliver effective onsite service by tracking work orders, managing personnel, and maintaining visibility into all areas of operations. PenguinData Workforce Management features include:

- Work order management
- Automate Time/Attendance associated with Production/Invoicing
- Payroll/Invoicing processing
- Inventory management
- Dispatch
- Scheduling
- Fleet tracking
- Reporting and analytics
- Mobile access to work orders

These features increase coordination between the corporate office, home offices, warehouse, and field technicians, saving a company time and money while increasing profitability and accountability. PenguinData allows for field service automation to separate our clients from their competitors. PenguinData Scalability: As service processes and technologies become more sophisticated and field service teams get larger, keeping the administration cost structure and profit margin intact becomes more urgent. This is where PenguinData has its greatest payback. PenguinData Workforce Management mitigates the complexity of meeting growing customer demands and aggressive service delivery levels. It balances all the moving parts of deploying field personnel to complete service work.

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