



10 things you should know about empowering your mobile workforce

Your mobile workforce needs to stay informed and up-to-date. With a mobile solution that fully integrates your field service, CRM, and business intelligence tools with your ERP system, your mobile workforce will have access to the information they need to effectively do their jobs—and keep your customers happy.

Why use a mobile field solution?

- 1** It's all about customer satisfaction. "The most successful organizations regard **customer satisfaction as their best measure of success**," according to Business 2 Community.
- 2** It's no wonder then that companies see customer satisfaction as so critical when "84% of customers claimed to have **stopped doing business** with a brand following a bad experience."
- 3** You won't get there with outdated business practices. According to TechnologyAdvice, relying on paper-based workflows allows "technicians to focus almost exclusively on each job at hand, but it doesn't afford them any **tools for productivity, record-keeping, or communication**."
- 4** Which is why "top performing organizations are 52% more likely than their peers to **prioritize investment in mobility** to provide technicians with better access to information in the field," according to Aberdeen Group research analyst, Aly Pinder.
- 5** And when you **integrate mobile access with your ERP system**, you not only give your field teams real-time access to information, you also give your organization greater visibility into the product and service lifecycle processes.

What can you do with real-time, mobile access?

- 6** **Process invoices quicker.** Your field service team can electronically transmit invoices to your back-office system as soon as jobs are completed, helping to increase your cash flow.
- 7** **Invoice correctly the first time.** A mobile field service solution that uses predefined fields and checklists is much less susceptible to mistakes and omissions than a paper-based system.
- 8** Increase first time fix rates. Your field service team will have **easy access to all the critical information** they might need, such as manuals and work history.
- 9** Empower your sales team. Giving mobile, **real-time access to customer data** (such as order and warranty information) to your sales team allows them to immediately answer customer queries when they are onsite with customers.
- 10** Improve decision-making. Real-time access to data (such as KPIs and cash flow) and **automatic alerts that are "based on present and future conditions"** allows executives to nimbly respond to any opportunity or crisis.

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