team on the run

MY BUSINESS
Field Service Management

Empowering teams to provide the best service.

Optimize your field operations management and boost your company's growth.

Today, with the evolution of customer's requirements as well as the growing need for digital transformation, organizations providing field services have to adopt reliable and modern solutions in order to remain competitive in the market and offer the best service.

My Business is the most comprehensive field service management platform specially designed to help businesses overcome their challenges by optimizing field operation management, improving coordination, and standardizing operational processes. Thanks to **My Business**, organizations can increase productivity, enhance the quality of service and improve customer satisfaction rate.

My Business provides teams with a wide range of features in one application:

Field Service Scheduling	Advanced Communication	Digital and Automated forms
Dispatch & Work Order Management	Remote Assistance	Emergency Alert System
Geolocation and Tracking		

A platform that helps you optimally manage resources and effectively assign tasks.

My Business helps dispatchers to save valuable time, effectively assign tasks and optimally manage the scheduling taking into account commitments and **Service Level Agreements (SLAs).**

- Scheduling & dispatching interface.
- Workforce & asset management.
- Advanced communication features.
- Geolocation and tracking.

Enable dispatchers to work smarter.

By reducing unnecessary effort and automating scheduling, **My Business** helps dispatchers to work smarter, and better manage workforce.

Dispatchers have access to a scheduling platform where they can see all the work orders by category and can automatically find the right technician or specialist who is able to handle the job based on **skills**, **location**, and **availability** as well as the equipment required for the task.

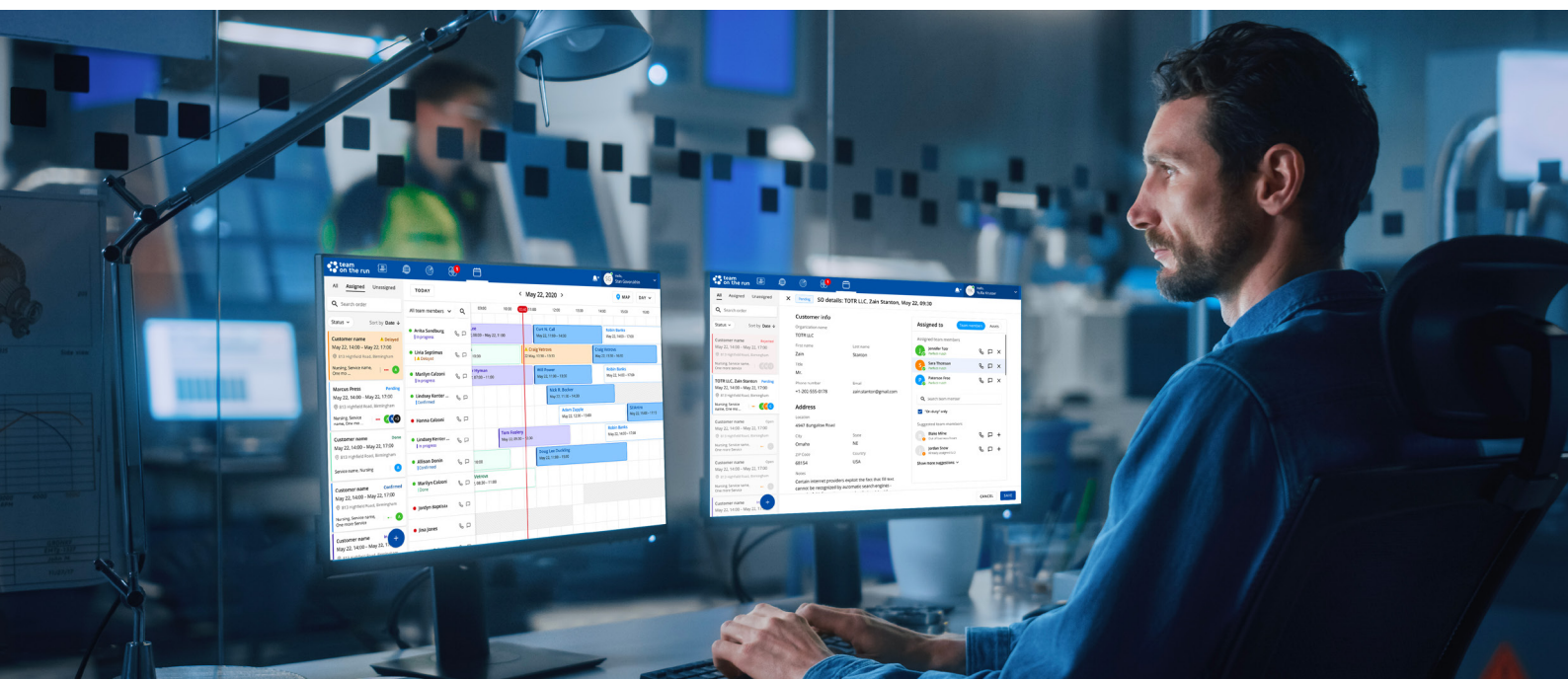## Increase the First-Time Fix Rate.

Getting a satisfactory service with a prompt problem resolution matters a lot to customers. In addition, multiplying service orders to repair a breakdown can increase your operating costs.

My Business helps dispatchers ensure the best skilled technician is assigned to the job to shorten the **Mean Time to Repair** and improve the **First-Time Fix Rate**.

Improve situational awareness

Dispatchers can oversee the field activity progress thanks to the operational status, and real-time information sharing so they can intervene at the right time, manage unexpected events in the most effective way, and keep customers informed about the situation.

Dispatchers can also easily communicate with field technicians via the dedicated communication channels, private calls or instant messaging.

Empower field teams with a business app to work more efficiently.

Just as office staff, field teams are equipped with a mobile solution that allows them to **work more efficiently**, **stay safe**, and **be compliant**.

Field service technicians or specialists can see their work schedule from their Smartphone, anytime and from anywhere. They can examine work order details such as customer information, the itinerary, the service history, and can also accept or decline the job if there is an impediment.

- 📅 Calendar synchronized in real-time.
- 📝 Digital forms and Automated Processes.
- 📞 Advanced Communications Features.
- ⚠️ Emergency Alert System.
- 📹 Remote Assistance.

Connect teams to improve performance.

Thanks to **My Business**, field technicians are now more connected than ever to their head office. They can communicate in real-time with dispatchers and managers, easily retrieve information, and can also get remote assistance to fix a complex issue. Thus, by improving coordination you significantly increase the overall performance of your company.

Strengthen team members' protection.

As a company managing field teams, **My Business** helps you strengthen your field teams' protection and ensure they are safe thanks to the emergency alert system.

Mobile employees can trigger a geolocated alert if an incident occurs and summon help in a timely manner. Furthermore, automated alerts can also be triggered if an isolated worker is in danger, has an accident or is otherwise incapacitated.

Make field team work easier, and improve efficiency.

My Business makes field teams work easier replacing paper reporting with digitized forms and automated processes. Technicians can complete in real-time the step-by-step digital process, add a photo, and request the customer's signature as proof of completion. In one click, the process will be routed to the right people, so you can improve compliance, have traceability on all tasks and speed up the invoicing process.

Offer a unique work experience to increase employees' engagement.

By providing your employees with a reliable and modern tool to facilitate their work, you can better motivate them, strengthen their engagement and thus increasing productivity and accelerating your business growth.

Help managers to evaluate employee's performance and make the right decision at the right time.

My Business helps managers make the right decisions at the right time. Managers can provide clients with detailed reports that prove the smooth running of all missions as well as the respect of commitments and **Service Level Agreements (SLAs)**. They can also retrieve data to evaluate employee's performance and analyze KPIs.

Furthermore, you can customize your dashboard according to your specific needs by integrating **My Business** with existing Information System or third-party services.
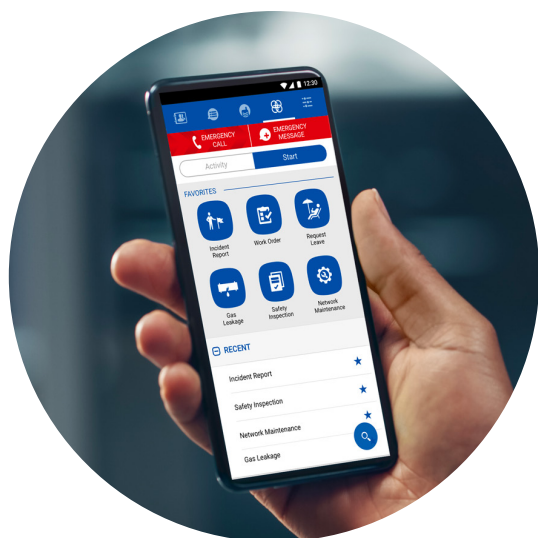
- Real-time information.
- Detailed reports.
- Integration with existing Information System.

Digitize your operational processes to improve compliance while increasing efficiency.

With paper forms, data collection is a generally a long and tedious process, often involving omissions.

My Business allows you to digitize all your operational processes and workflows, thereby making them accessible from anywhere using a Smartphone. With digital forms, you can collect data in real-time, avoid document loss and errors, simplify reporting and even shorten decision-making.

Thanks to **My Business** you can standardize processes in order to improve compliance and increase employee's efficiency.
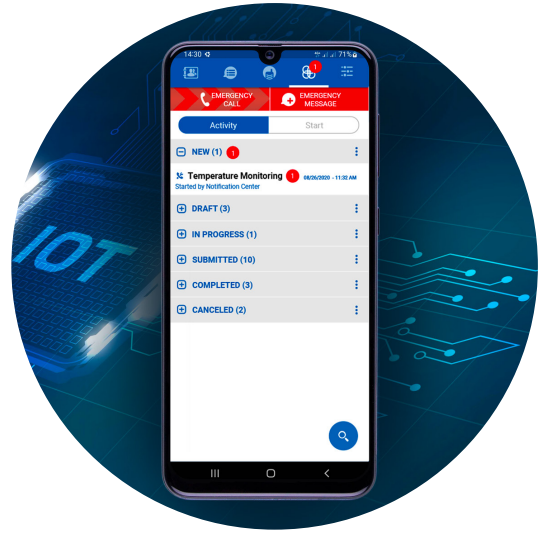
- Easy creation of processes (No code).
- Administered platform.
- Library of business process templates.
- Process automation.
- Clock-in and Clock-out

Implement predictive maintenance to reduce breakdowns.

My Business allows you to schedule periodic service maintenance to check the proper functioning of equipment and thus avoid breakdowns.

My Business can integrate with your IoT platform making it possible to limit corrective maintenance costs by putting in place a predictive maintenance plan. It allows you to automate work orders based on insights sent by the IoT sensors which helps you prevent issues, intervene in a timely manner, and reduce downtime.

Increase customer satisfaction rate.

Using technology becomes essential to ensure a better processing of data flows as well as an optimal management of the company's resources.

Thanks to **My Business** you can achieve the expected level of compliance by standardizing and automating all your business processes.

Moreover, you can improve the quality of service by empowering employees with the right tool to help them excel, and thus increase customer satisfaction rate.

The all-in-one solution that maximizes your ROI.

Team on the run My Business is the all-in-one, secure and reliable solution that provides your team members with all the features they need to ensure the smooth running of field activity. Whether in the office or in the field, on site or off site, team members can better coordinate their actions, and work more efficiently.

This comprehensive solution allows you to centralize all your work in a unique application thus increasing efficiency and maximizing your ROI while reducing costs.

STREAMWIDE

team on the run

My Business is:

All-in-one and feature-rich solution.

Secure & sovereign platform.

Available on SaaS & On-premise.

Customized user experience.

Supports a wide range of devices and accessories.