SmartServe

Business Associate Intern

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***PART 1***

1.

Smartserve is a field service management company which provides technical solutions to businesses and company maximizing their revenue. It gives an integrated platform from where businesses can access all details of a particular customer or a segment. It can also assign support technicians and engineers who can resolve customer problems in a more efficient manner. It allows customers to view data about their assigned technicians which are selected specifically for the customer and allows the technician to update the customer’s profile based on the service given. It also helps to keep track of the technicians daily work and stores it in a database ex.(QuickBook).

2.

Customers face issues while booking a service when they are unable to get assigned with a quality technician and their problems take more time to resolve. Also they are unable to track when a particular technician or a service request will be fulfilled. Customers might also be left unsatisfied if their exact problem is not resolved.

3.

SmartServe is used by companies which require customer end to end service integration like keeping track of their technicians and their daily track records and also enabling users to get a better solution of their problems.

4.

Smartserve uses many customer oriented features.

1. It gives deep insights on the web presence through various smartserve online tools and it also gathers revies from various websites to create a more feedback oriented system.
2. It allows real time tracking of the technician providing with customers the estimated time of arrival along with sharing the technician’s profile.
3. It also enables accurate and instant billing process which is collected by the field technician himself providing a hassle free experience.

5.

Jobber , ServiceFusion and Field Force Tracker can be three competitors of smartserve.

Field Fusion has services similar services such as gps tracking and dispatching,scheduling etc. It also allows for inventory management and provides an application similar to SmartServe.

6.

Resolutiontube was a mobile application similar to smartserve providing an interface to fix complex machines. Smartserve was built up on resoulution tube offering more services and expandinf features over time.

7.

Resolution Tube can add value by specifically catering to a particular customer need by choosing a technician which is most qualified for the current technical expertise.

8.

A feature to cut costs can be applied by assigning technicians in a particular service area in a bulk which in return will reduce transportation costs.

9.

I have set a goal for getting to a maximum level by completing various courses over time and getting to the top level by completing courses and working in various diverse profiles which will increase my skillset and help me further pursue in an enhanced manner.