

# Questions You Should Ask Your Field Service Management Vendor

**Choosing the right field service management solution is an important decision that can save your business time and money and affect your customers' satisfaction. You need to make sure your field service management solution has all the right features to enable success. So how do you start?**

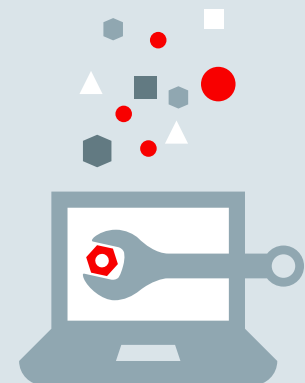
**Here is a guide with questions to help you evaluate different service providers in eight key areas:**

- Scheduling & Routing
- Dispatch & Customer Service
- Mobile Application
- Customer Engagement
- Technical Architecture & Infrastructure
- Configurability
- Implementation & Support
- Data Security & Business Continuity

## 1

### Scheduling & Routing

- How does your solution optimize your workforce and automate the scheduling process while respecting your workforce capacity?
- Does your solution schedule jobs sequentially, assign crews to higher-priority jobs first, or assign all work simultaneously?
- How long does it take your routing engine to route 500 jobs? 1,000 jobs? 10,000 jobs? 50,000 jobs?



# 2

## Dispatch & Customer Service

- Does your solution provide a real-time view of your field operations from an enterprise level?
- Can you streamline communication between dispatch and field employees to provide real-time appointment information?
- Can your solution proactively notify customers of any changes that impact their appointment?



# 3



## Mobile Application

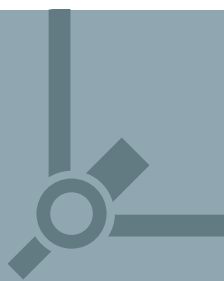
- Is your mobility solution 100% browser-based as well as device and carrier agnostic?
- Can your field employees access their allocated work lists remotely and receive changes in real time?
- What happens to the work lists when the mobile network is unavailable?

# 4

## Customer Engagement

- How will your solution enable our customers access to real-time appointment information to manage their appointments online?
- Can your solution measure customer satisfaction and provider performance after the service is performed?

# 5



## Technical Architecture & Infrastructure

- Is your solution a cloud-based Software-as-a-Service (SaaS)?
- How frequently are updates made?

# 6

## Configurability

- Is your system designed to be highly configurable?
- What is the average time to deliver a change?
- Can authorized users make changes?

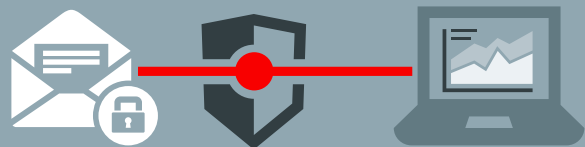


## 7 Implementation & Support

- Can you describe your integration experience and capabilities?
- What ongoing support resources, such as a help desk, are provided after implementation?
- Is support available 24/7/365?

## 8 Data Security & Business Continuity

- How does your solution maintain data security and privacy?
- Does your system proactively monitor and maintain mission-critical performance (uptime and availability)?



## Asking Questions

- What differentiates your solution from the competition?
- Can you provide analyst ratings and customer examples of innovation using your solution?
- What kind of ROI can you offer my organization?



## Getting Answers

To learn more or to receive a live demonstration of Oracle's best-in-class field management solution, [click here](#) to chat with an Oracle sales representative today.



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