

# Cloud Field Service Management Best Practices



## Field Service Operations in the Cloud

Cloud based software has revolutionized the field service industry . From the cloud, businesses can access their data and manage resources from anywhere and anytime Internet access is available . Cloud based solutions increase access to pertinent data , automate manual processes and improve operations which ultimately help businesses grow and stay competitive . By implementing a cloud-based platform to manage operations , field service businesses can save time and increase efficiency.

### 01 24/7 Reliability

The WorkCEO cloud utilizes the latest available load balancing and acceleration technologies to ensure a highly-consistent operating environment . This means accessible data for you and your team wherever and whenever you need it with 24/7 access .

### 02 Performance

Performance of the WorkCEO platform is monitored by automated systems and our engineering team, with customer service and sales representatives at your fingertips .

### 03 360° Security

Our systems provide security for both the servers and your data. A range of processes across servers ensure that the best proactive security measures are adhered to at a granular level. all events and access are monitored in real-time. data storage is segregated across private networks within each data center and not accessible in public networks.

### 04 Scalability

Each system in service within the WorkCEO cloud is designed to scale horizontally so that service capacity can be increased as required to meet growing demand. Overhead allocation also ensures that the system has plenty of headroom to handle load spikes.



**The field service management (FSM) market is forecasted to grow from USD 2.8 billion in 2019 to USD 5.9 billion by 2024**



— MarketsandMarkets™



# How can your field service business benefit from cloud-based operations



**Increase Billable Hours.** When tasks are automated and streamlined, there is more time for businesses to focus on the bigger picture. Cloud based operations allow internal processes to move faster and more efficiently thus increasing billable hours within the business.



**Keeping Vital Information Secure.** With paper-based operations it can be difficult to find information and keep track of past jobs and notes. With cloud-based software these processes are simplified, and all information is entered into a digital system easily accessible from the office or the field at anytime.



**Increase Organization.** A cloud-based platform helps field professionals create streamlined systems and organize processes for managing staff, relaying information to customers, and tracking inventory.



**Keeping Vital Information Secure.** Within a cloud based-system platform, it's easy to add and remove employees from the system as needed. This reduces time, effort and additional costs associated with scaling.

## How to Transfer Your Field Service Business Operations to the Cloud

In order to make a smooth transition from paper-based systems to cloud-based operations we encourage businesses to consider these three steps:



### Create a Plan for Migration

One of the biggest challenges in moving to the cloud is ensuring that all of your data is transferred correctly. Organize your data and make a plan for the actual transfer including the need to move in batches or over several days.



### Consider New Processes

Evaluate how your current workflows will be affected before implementing any software. Communicate with all staff who will be using the new cloud-based system, and make sure teams are aware of how they will be impacted.



### Partner with a Consultant

An experienced implementation consultant can partner with your business to integrate new cloud solutions. When considering a software provider, make sure you will have access to a knowledgeable consultant or advisor to make the transition as smooth as possible.

