



VeriSign® Enterprise Mobility Solutions for Field Service

KEY BENEFITS

- **Dispatch** work orders in real time
- **Provide** better support information to your customers
- **Capture** additional revenue opportunities
- **Automate** service processes and electronically manage work orders
- **Provide** wireless voice and data communications
- **Improve** spare parts inventory management

VeriSign enables and protects more than 30-billion global interactions every day and offers extensive wireless communication solutions so the world can communicate, conduct commerce, and access the latest content—anywhere, any time, across any network and with any device.

Our field service solutions bring productivity and process optimization to your remote field service workers.

+ The Issue

Field service organizations that service equipment at customer or remote locations face ever-increasing challenges and opportunities, such as:

- How do I increase remote worker productivity?
- What can I do to improve customer experience and satisfaction?
- How can I maximize field workers' ability to generate revenue by capturing up-sell and cross-sell opportunities?
- How can I improve the accuracy and timeliness of work orders completed in the field?
- What processes can I improve to better utilize and manage my spare parts?

+ The Solution

Our suite of field service solutions provides the most seamless and technologically-advanced approach to real-time work order dispatch and processing. We offer wireless mobile applications and seamless back-end integration, delivered as a customized turnkey solution for your operation, for maximum return on your technology investment.

+ Bundled Services

VeriSign provides bundled services, allowing for a turnkey solution, so you can focus on your business rather than on implementation, deployment, and training. VeriSign manages everything from initial requirements mapping and Enterprise Resource Planning (ERP) integration, to software configuration and handheld deployment.

+ Field Service Solutions

Our field service solutions arm your remote workers with wireless handhelds that take the place of standard multi-part inspection or compliance forms, eliminating the need for labor-intensive and error-prone paper-based processes. In addition, our field service





SOLUTION BRIEF

solutions extend your current back-office solution outside the four walls, to allow you to dispatch and communicate with your workers in real time. Our solutions incorporate bar code scanning technology enabling you to “scan” locations to confirm that work is completed. Scanning technology can also assist with managing parts inventory. Our suite of field services solutions can be quickly and easily modified to best drive return on investment (ROI) for your organization. If you are looking to automate your unique processes, this can be completed in a timely fashion.

VeriSign® Enterprise Mobility Solutions for Field Service will give you a competitive advantage in your market, allowing your team to further differentiate your organization from your competitors. Our field service solutions:

- Reduce paperwork and improve data accuracy by receiving and documenting dispatched inspections and repairs
- Lower costs by reducing time, expenses, and errors associated with manual or paper-based processes
- Allow access to location information, compliance history, and specific details about customers
- Allow you to modify remote worker processes in real time
- Maximize return on investment via rapid customization capabilities, translating into solutions that best meet your current and future needs

+ The VeriSign Advantage

Our VeriSign® Global Consulting Services organization enables companies to scope, define, and implement digital infrastructure solutions that help drive new revenue streams quickly and improve customer loyalty. With expertise in media and entertainment, wireless and mobility, supply chain, and security, our consulting services offer an unmatched combination of vision, technology, and intelligence—combined with an unparalleled ability to execute.

The experienced professionals of VeriSign Global Consulting Services leverage mobile technology expertise and industry experience to offer complete end-to-end solutions: strategy, business case analysis, hardware and software requirements, system integration, workforce training, and support. We help clients stay ahead of the market with high quality, comprehensive solutions to complex business and technology problems.

Visit us at www.Verisign.com for more information.