Making Facilities Management Seamless For Everyone

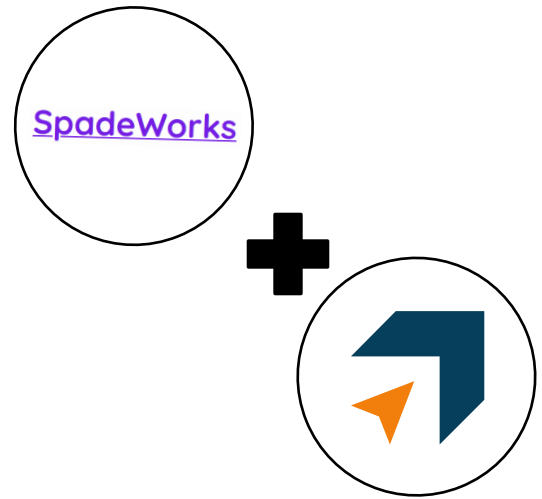**Fieldproxy** | **SpadeWorks**

A Fieldproxy Case Study

SpadeWorks
A CASE STUDY

Why A Facilities Management Company Trusts Fieldproxy To Manage Its Field Agents And Optimize Their Operations 5x Better

OVERVIEW

SpadeWorks helps organizations with their maintenance tasks by providing on-demand, reliable, professional services, so that businesses can operate efficiently and effectively.

They have a history of delivering the highest quality of facility services and equipment - for everyone, everywhere.

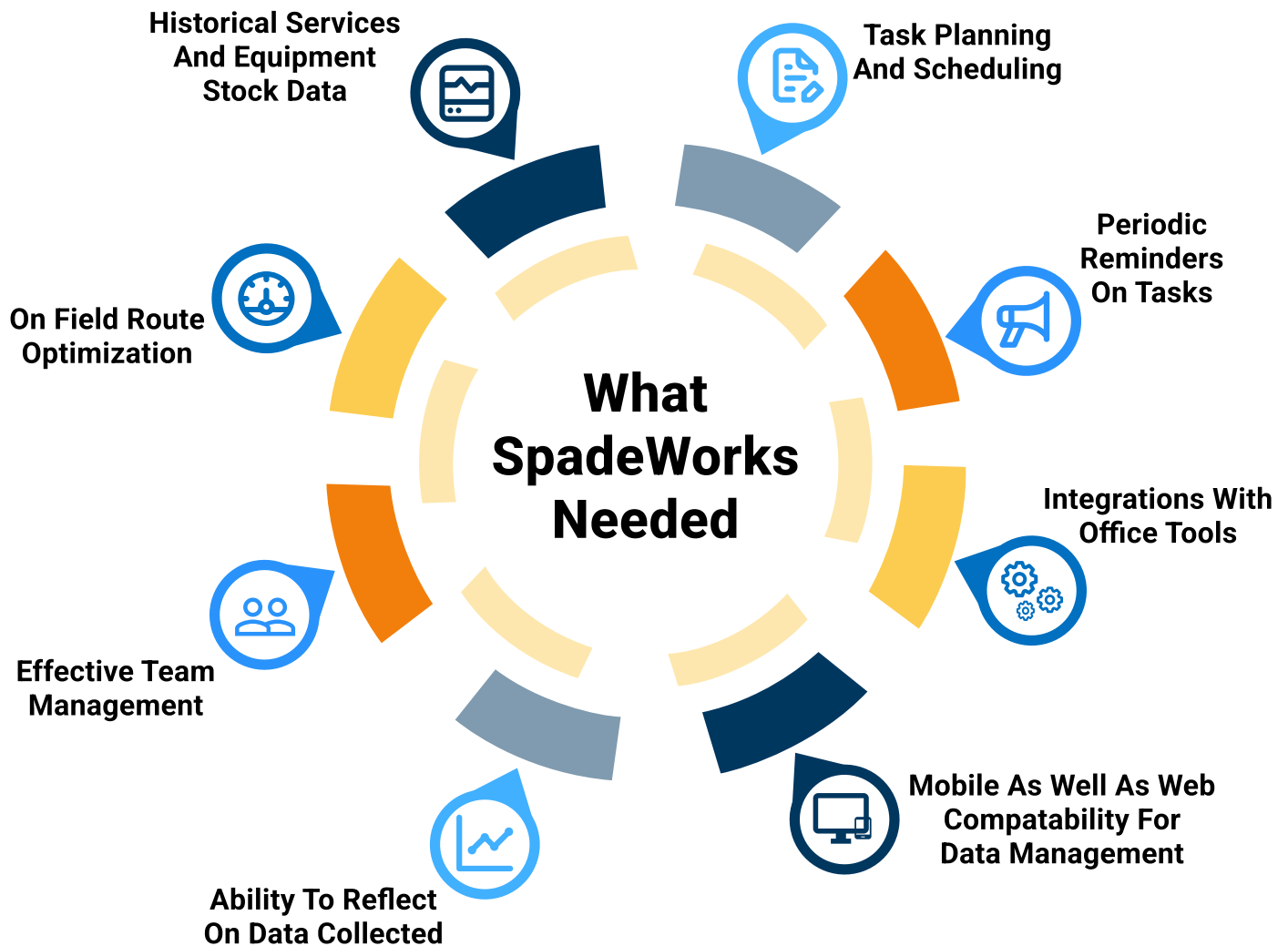Naturally, they have a **massive field force** and service team across India and some developing markets.

Fieldproxy Helps SpadeWorks Accelerate Their Field Teams And Make It Easier To Coordiante, Automate, And Deploy Operations **Faster Than Ever Before.**

SpadeWorks
Understanding The Requirement

*To Help **SpadeWorks** Carry Out Their Massive Field Operations, We Worked With Them To Understand Their Root Problems And How We Can Solve Them*

SpadeWorks

What SpadeWorks Needed

- Historical Services And Equipment Stock Data
- Task Planning And Scheduling
- Periodic Reminders On Tasks
- On Field Route Optimization
- Integrations With Office Tools
- Effective Team Management
- Mobile As Well As Web Compatability For Data Management
- Ability To Reflect On Data Collected

We Dove Deeper Into SpadeWorks' Organisational Process, Understood Exactly What They Needed, And How **Fieldproxy** Would Help Them Achieve It.

OUR SOLUTION?
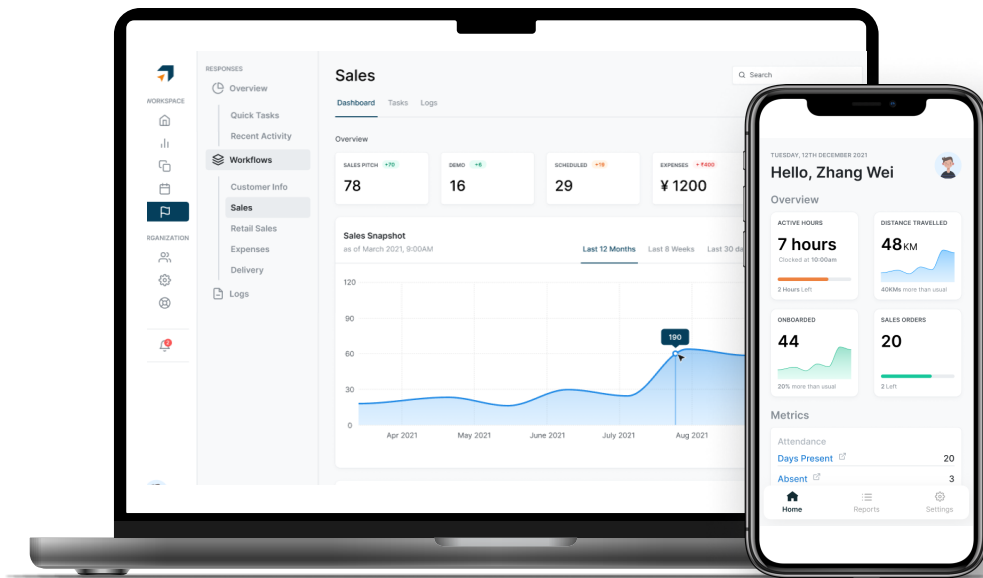
GEOFENCING
AI-based territory mapping and optimal agent task allocation for newer service and maintenance requests.

DETAILED SERVICE REPORTS
Complete faster, higher quality services for all kinds of maintenance, and send back log reports in real-time

TASK RESCHEDULING
OTP-based trigger notifications for when installations are not possible and customer visits need to be rescheduled

100% ASSET CONTROL
Complete control and insight over how many assets are being used, where they are being deployed, and when restocking is needed.

TICKETING
Specific ticketing pages to enable customers to report connection issues and queries

ACTIVITY AND TICKET LOGS
Manage all your tickets in one place, assign to different teams and users and generate reports

TWO-STEP VERIFICATION
Collect valuable user feedback and issue resolution confirmation through notifications and OTP-based verifications.

COMPLETE TRANSPARENCY
Send email and SMS notifications to let customers know the progress of their open tickets and details of assigned support agents

Fieldproxy

Fieldproxy could be the right fit for your business

We look forward to having a great relationship with you.

There are tons of more free tools and resources on the fieldproxy website. **Click here to access them now**

On the fence? **Click here** to get in touch with us, or write to **sales@fieldproxy.com** and we will help solve any queries you've got.