

Field Service Workflows: A Technician's Journey

How Scandit's Mobile Computer Vision supports efficiency from A to B:

Think of a Scandit-enabled smartphone as a pocket assistant – readily at hand to boost a technician's efficiency during their working day. Here's how it can save time with routine tasks and boost customer satisfaction.

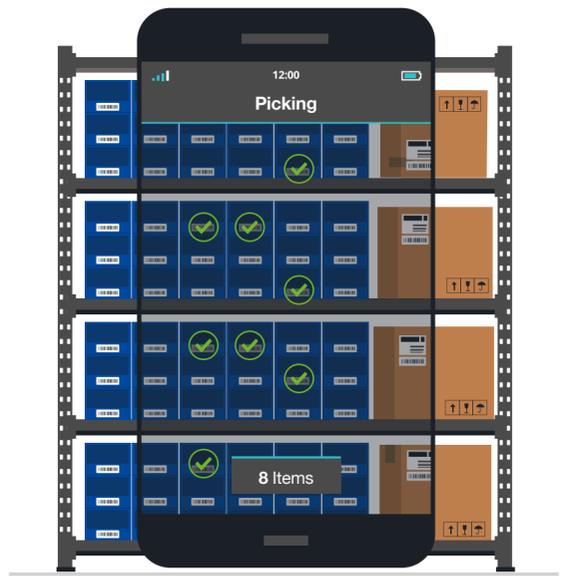
At the Depot

Fast, Efficient Parts Picking:

Using a smart device enabled with Scandit MatrixScan, a technician simply hovers their device over a batch of packages to instantly highlight the correct one.

40%

Compared to dedicated scanners, **MatrixScan finds parts up to 40% faster.**



Loading the Van for Efficiency:

Technicians can load their van based on the day's schedule, simply by scanning items to view the order of use through an AR-overlay.

Sharing Parts Inventory with Colleagues:

All parts are tracked when loaded, providing an accurate picture of inventory held by each technician in the field.

On the Road

Search & Find Parts Quickly in the Van:

By hovering a smart device over the packages in the van, Scandit's MatrixScan with an AR-overlay captures multiple barcodes at once, and highlights the correct part the technician needs for their next job.



On Site

Installing Parts & Equipment First-time:

A Scandit-enabled app gives technicians instant access to real-time information about equipment, parts, warranties, service histories, maintenance schedules and installation instructions, helping to ensure first-time fixed rates and high levels of customer satisfaction.

MAINTENANCE NEEDED

Last Maintenance:
01/09/20

VIEW MORE DETAILS



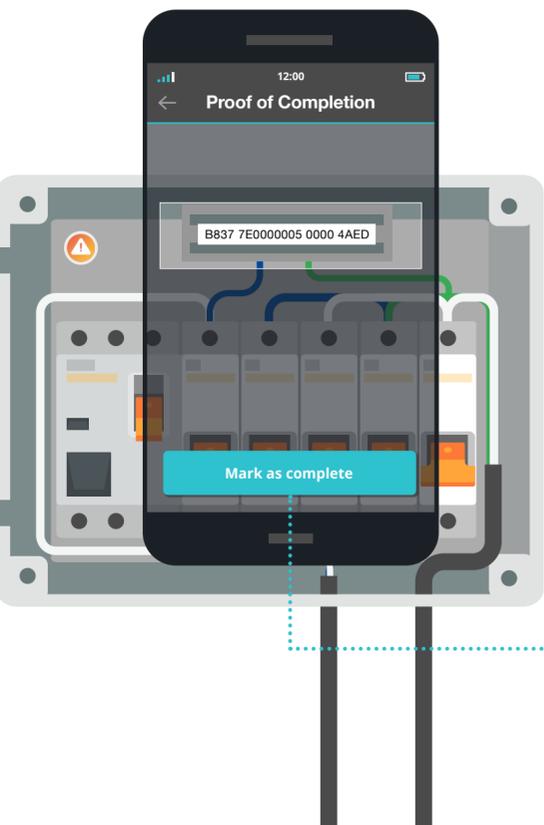
86%

Companies with a first-time fix rate of over 70% experienced **86%** customer retention rate.

Freshdesk

Proof of Completion:

Using a smart device, technicians can log parts used to complete a work order, parts for return, and activate invoicing and warranty processes on site by marking a job as complete. Scandit's software combines barcode scanning with text recognition (OCR) to read IDs, and barcodes on equipment and parts.



Talk to Scandit for more Field Service insights

Learn more how Scandit mobile computer vision on smart devices is helping transform field service workflows by adding accuracy and efficiency.

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Scandit's award winning mobile computer vision software enables barcode scanning, text and object recognition for enterprise apps and delivers real-time insights through AR overlay.

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