

# Deliver Frictionless Experiences

## Evora ServiceNow FSM

### Make Field Service Your Strategic Differentiator

With ServiceNow's Field Service Management (FSM), Evora connects field service with teams inside the business as well as mobile tools to quickly respond to and prevent issues, ensuring the safety of both customers and workers. This solution allows the break down of silos, automation of workflows and streamlining of processes. Reduce costs and increase revenue by adding route optimization to minimize travel time of technicians, all while decreasing efforts for customers and employees.

### Drive Value With Field Service



Connect Processes



Increase Scheduling Efficiency



Improve Workforce Management



Empower Technicians



Enhance Service Delivery



Strengthen Contactless Service

### Capabilities That Scale With Your Business

#### Basic Features

- Dynamic Scheduling
- Mobile & Virtual Agent
- Planned Maintenance
- Asset & Cost Management
- Field Service Contractor Management
- Dispatcher Workspace
- Inventory Management

#### Advanced Features

- Field Service Crew Operations
- Capacity and Reservations Management
- Continual Improvement Management
- Predictive Intelligence
- Performance Analytics
- Field Service Multi-Day Task Scheduling
- Schedule Optimization
- Field Service Territory Planning
- AR for Remote Support

**24%** improvement in first contact resolution for a security services customer

**33%** productivity improvement in daily work order for a telecommunications customer

**75%** decrease in technician administrative time for a retail customer

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