Why Your FSM Process is Lacking
Evora ServiceNow FSM Transformation Offering

Transform Your Field Service

Are your employees or customers frustrated by asset downtime, causing in low satisfaction and high costs? Are you experiencing high technician turnover resulting in a lack of tribal knowledge? Increasing service and support costs due to lack of resources, repeat visits, scheduling inefficiencies or asset visibility?

With Evora's FSM transformation offering for ServiceNow, you will be guided through your digital field service transformation with a methodology based on the experience of over 800 successful projects. Our team identifies the key business challenges and financial drivers hindering an organization's ability to automate processes and delivers best-in-class experiences for customers and employees. We assist customers with moving from manual processes to digital workflows that allow for greater visibility into technician operations and customer delivery. We connect field service with other teams and mobile tools to quickly respond to and prevent issues, ensuring the safety of both customers and workers. The offering is a cross-platform system for both mobile and desktop, and showcases embedded technologies to drive customer-centricity, influence loyalty and streamline automation.

This offering digitizes, connects and automates field service processes, including automated technician dispatching/scheduling and increased time allocation for dispatchers, managers, technicians, etc., resulting in faster time to value, consistency and repeatability, scalability and adaptability, and more.

Why Evora?

Time to Value
With Evora, organizations can realize value faster through our repeatable and prebuilt deployment processes that focus on best practices.

A Market Leader
Evora's expertise and certifications allows you to deploy a new system which delights users and delivers functionality while staying on time and on budget.

Scale Faster
Evora's implementations meet the demands of the largest and most complex organizations that focus on future growth while minimizing rework.

Ongoing Support
In addition to delivering outstanding outcomes, Evora offers ongoing maintenance and support to meet your evolving business demands.

Fast Start
Plan holistically, start with a pilot

Strategic Rollout
Pain-free, global process standardization

Continuous Improvements
Drive innovation, ensure stability

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Pain Points Addressed

Lack of Efficiency or Disconnected Processes	Increasing Service & Support Costs	SLA Accountability for Technicians & Contractors	High Technician Turnover
Manual Processes (Dispatching, Scheduling, etc.)	Visibility & Reporting for Performance Tracking	Technician Inefficiencies in Administrative Tasks	Planned & Preventative Maintenance
High-Tech Tools for the New Generation of Technicians	Accuracy in Skills-Based Assignments	Technical Support for Technicians on the Job Site	Parts & Inventory Management

MIT Success Story

Problem: Manual processes and tribal knowledge led to high costs and efforts, inefficient work assignments resulted in long repair times and repetitive tasks decreased team motivation.

Offering: Evora implemented ServiceNow's Field Service Management solution which was focused on creating a smooth experience by automating MIT's processes and creating a new request portal.

Value Realized: More efficient scheduling based on skills and capacity reduced the amount of spend on assets across campus.

Siemens Healthineers Success Story

Problem: As healthcare goes virtual, Siemens was challenged by evolving customer expectations to deliver a seamless experience. They were bogged down by manual processes, distributed teams, and multiple systems.

Offering: Evora supported the development of a custom automated solution leveraging ServiceNow's Customer Service Management (CSM).

Value Realized: Siemens is now able to implement new solutions/services far more quickly and service agents can deliver high-touch service that helps hospitals and healthcare providers focus efforts on taking care of patients.

Technical Features

- Skill-based Routing
- Intelligent Assignment
- AI Search Experience
- Offline Technician Workflows
- Workflow Aware Escalations
- Low-code/No-code Guided Process Automation
- Crew Location Monitoring
- Automated Scheduling & Dispatching

Functional Features

- Mobile/Desktop
- Dashboard & Reporting
- Intelligent Task Recommendations
- Predictive Intelligence
- Performance Analytics
- Process Automation
- Planned Maintenance
- Virtual Agent
- Dynamic Scheduling
- Dispatcher Workspace
- Schedule Optimization
- Territory Planning
- Contract & Contractor Management
- Inventory Management
- Route Optimization