

# Campus Services Reimagined

## Evora ServiceNow FSM

### The Right Way to Manage Campus AV Services

Evora's ServiceNow Field Service Management solution focuses on delivering a smooth experience by automating processes and creating a modern experience for the campus community. To make it easier for students and faculty members, Evora implements a request portal, integrated quoting and billing functionality and delivers the ability to manage assets across campuses. The solution is also focused on scheduling technicians for multiple days at a time based on skill and availability. As a result, you will be able to manage requests on a central dashboard while easily planning and scheduling technicians to reduce spend on assets across your campus.

### Drive Value With Field Service



Connect Processes



Increase Scheduling Efficiency



Improve Workforce Management



Integrated Quoting & Billing



Enhance Service Delivery



Manage Parts & Inventory

### 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

### Customer Outcome

**60k+** work order tasks completed each year





**10 days** reduced by automating overall

**1200+** community members accessing remote service support

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Premier Partner

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