

How field services are made easy with electronic signatures



Paperless facility management reduces document storage and retrieval costs by **20%**.

72% field service organizations accepted reduction in operations costs as the biggest challenge they are facing. ^[1]

[1] Field Service 2014: Access to the Right Information Empowers a Results-Driven Workforce

Reduce the hassles of paperwork with electronic signatures

There's no secret sauce for succeeding in the field services industry - all it takes it to bring your top notch game when it comes to customer satisfaction and loyalty. For every delighted customer, there is a clockwork of processes and delivery running behind the scenes. Field service professionals have their unique set of challenges with the operations usually spread across territories, real-time communication with customer and supervisors, rising cost of operations and payment delays. The paperwork which invariably creeps into the processes poses challenges in concentrating on fulfilling client requirements and service deliverables. Electronic signatures cut down this paperwork and helps in digitizing the processes - leading to streamlining of processes and service improvement.



How do electronic signatures help the services industry



IMPROVED CUSTOMER DELIGHT

With electronic signatures, you can ensure that paperwork doesn't delay the workflow and clients can sign service agreements, work orders and estimates anywhere, anytime and on any device. This helps to create a smooth experience for your customers.



REDUCED OPERATIONAL COSTS

A great deal of cost saving happens because there is no need to print the documents and store them physically. Moreover, with the feature of sending documents for signature, the field professionals save costs on multiple visits to customer sites.



IMPROVED VISIBILITY

The field service teams are always out visiting customer sites and interact remotely with the office supervisors. Also, in a lot of cases, service organizations outsource a part of the service delivery to third-party vendors and contractors. In an increasingly remote and distributed scenario, keeping a track of field executives and service completion and deliveries becomes difficult.

Electronic signatures help in bridging this disconnect by real-time updates on when the customer signed the document of completion and how many customers were served.



EFFICIENT ON-THE-GROUND WORKFORCE

Electronic signatures allow for end-to-end digitized process and eliminate paper-based transactions. This leads to lesser data verification and registration work, greater clarity from the office and supervisors, fewer chances of error in forms or documents and reduced dependence of the field professionals on the office teams. The field service professionals need not spend time dealing with these hassles.



GET PAID FASTER

Electronic signatures allow field services professionals to generate service completion reports and timesheets right on the customer's site - which in turn leads to faster invoicing and an accelerated movement of payments as compared to the traditional paperwork back-and-forth.

Using SignEasy to take the burden off services management



WORKS ACROSS DOCUMENT FORMATS AND DEVICES

SignEasy works with PDF, Word, Pages, JPEGs - almost any file format you use at work. Sign and send documents from your phone, tablet or computer, right from wherever you are.



SELF, IN-PERSON AND REMOTE SIGNING

Need to sign off on an inspection or audit? Use the self-sign feature on SignEasy to add your signature on each document without printing the whole bundle. Need a sign-off on a certificate of completion? Make your edits at the meeting and use the in-person signing feature so that all parties can sign the deal without printing off the document. Need your clients to finalize a project estimate? Use the request signature feature so that the client can remotely add a signature on the certificate.



CLOUD STORAGE INTEGRATION

Switch to an end-to-end electronic workflow by using SignEasy to import documents from popular cloud storage services like Dropbox, Box, OneDrive and Google Drive. You can sign and save the documents back in the cloud.



SECURE & LEGALLY BINDING E-SIGNATURES

Documents signed with SignEasy are E-SIGN (US) and eIDAS (EU) compliant and as legally binding as handwritten signatures. All documents are kept tamper-proof by using AES 256 encryption at rest and 256-bit SSL encryption during transit. To keep documents private, set up a passcode or use a fingerprint authentication. SignEasy also maintains audit trails of all signed paperwork, so your documents will have added evidentiary value.



WORKS WELL WITH OTHER APPLICATIONS

Seamlessly import and export documents from the applications you use every day, like Gmail, Google Drive, Box, Zoho CRM. You can even sign documents right within your favorite applications without switching between various apps.

Use cases

Service management firms can use electronic signatures to speed up workflows with electronic signatures. Kickstart projects without delay by getting eSignatures on documents such as:

- Service agreements
- Vendor agreements
- Certificate of service completion
- Project estimates
- Timesheets
- Quality inspection documents
- Invoices
- Onboarding documents
- Acceptance test certificates

Enable faster services with SignEasy

SignEasy is trusted by large and small organizations across industries, some of them being:

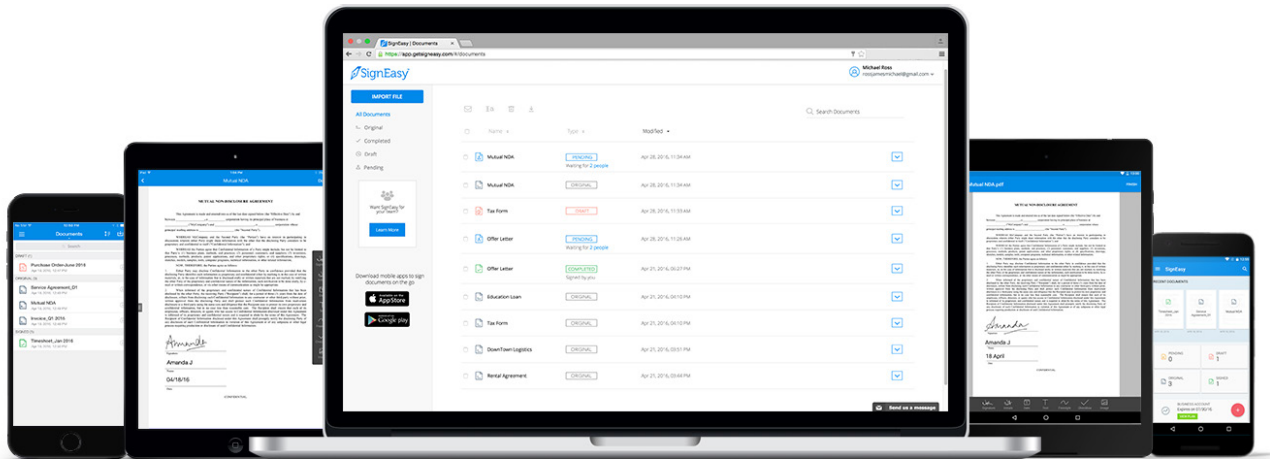


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As a Field Service Technician I turn in most of my paperwork electronically. I like that the document becomes a secure PDF that is easily able to be sent electronically.

- Sandy Kershner
Consultant

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Featured by Apple and Google and trusted by over 4 million users, SignEasy is the simplest and fastest way to sign or get documents signed from phone, tablet, or computer. People across industries such as real estate, legal, accounting, sales, insurance, human resources, logistics, and healthcare from over 150 countries use SignEasy to reduce business turnaround times, close deals faster, cut costs, and delight customers by eliminating the cycle of printing, scanning, and faxing of paperwork.

Get in touch with us at

 getsigneasy.com

 +1 (866) 965-1533

 sales@getsigneasy.com