

From Field Service to Finance

**How a Single Source of Truth
Benefits Your Company**



From Field Engineer to Finance Department – PartsArena is your single source of truth

Field service companies face common problems across the heating industry. Not least, staying balanced and profitable encompasses so many different 'touch points' in a service call. From schedule to parts order, at any touch point a wrong decision or action can impact the whole job process, in some cases taking it back to square one. This affects customer service levels, KPIs and bottom-line profit. This is an issue for all heating companies, but if you have more than a few engineers to manage, this is a whole different ball game.

One of the main loss factors and profit guzzlers in field service is that of inefficient parts management and accessibility, which if not handled correctly has ramifications across many areas business. Engineers need access to the right parts, fast. IT systems need to provide solutions for accessing and procuring parts from suppliers. The last thing a Financial Director wants to see is a huge deficit due to inefficient sourcing and management of parts.

A parts order starts with correct selection of the right component. Providing your heating business with a solution to the issue around parts identification can come in the form of PartsArena, if embedded into your business in an effective manner.

PartsArena is the UK's most trusted source of heating parts data used by thousands of engineers daily. By utilising PartsArena in your business correctly, you could see a reduction in time on site by 15%, lower service costs of 10% and a quickly established return on your investment*.

PartsArena is adopted by hundreds of heating companies in various forms including offline mobile apps, integration with field service management systems, or by the supply of PartsArena library data to support back office systems.

In this document we explore how PartsArena helps across your entire business, including examples of how customers have utilised the service and realised the real benefits of subscribing to the only trusted source of heating industry data in the UK.

*Results from PartsArena 2017 customer survey

PartsArena contains:

- 16500 appliances
- 16600 parts lists
- 200000 parts
- 5400 interactive technical manuals

PartsArena features:

- Wolseley, Graham, City and Plumbase codes
- Exploded diagrams with hot spots
- Parts images
- Parts sharing – send to third parties
- Create a job function
- API for integration with field management software
- Offline access

120 brands, including:

BAXI

Alpha
HEATING INNOVATION

 **Vaillant**

ideal
BOILERS

AGA

Glow•worm

 **WORCESTER**
Bosch Group

PartsArena benefits your company, not just your engineers

Comprehensive parts and technical data provided by PartsArena will benefit your service operation, from field engineer to job management, parts ordering to invoicing and integration with 3rd party software. All of which culminates in a more profitable, efficient, professional and enviable organisation.

Field Service Engineers

The Challenge – Am I genuinely providing my engineers with everything possible to help with parts identification?

You may think so, but there is a good chance you are not.

Field service engineers hold a lot of knowledge in their minds based on their experience, but there are times when physical or digital documentation is needed to diagnose a fault, select parts and complete the job.

It is common for engineers to use whatever methods are at their disposal; paper manuals, internet searches, phoning their support team, or looking at files stored locally catalogue on their device, or in the cloud. However, each method comes with issues, such as inaccurate information sources, keeping data current, mobile connectivity and data accuracy.

Incorrect data causes a plethora of issues for the customer and your organisation, including extended equipment downtime and additional cost associated with incorrect parts and return visits, which ultimately ends up documented in financial reporting and operational cost increases – ultimately impacting on your customers pockets.

The Benefits of PartsArena

Imagine a 'single pane of glass' that all your service team can see; heating equipment information viewed in a user friendly, digital, hyperlinked format. Parts catalogues can lead to parts requests being added directly to the job in your field management system. Right part, first time, ready for ordering. With the inclusion of a PartsArena Office account (currently free of charge with an app subscription), back office staff will see exactly what the engineers sees, with no ambiguity.

At a time when employee and customer safety is critical, returning to a property with the correct part first time will eliminate the need for further visits in most cases. Better for both customer and engineer.

Your engineers are more efficient, customer satisfaction is higher and financial reporting sees a decrease in service costs for your business.

Finance Department

The Challenge — Am I confident my organisation has adopted the best technology to keep costs down?

If you are not using PartsArena, possibly not entirely.

One would be wrong in thinking that the only challenges faced by Finance Managers and CFOs is that of accountancy and money. Overseeing financial performance across multiple departments, not least Field Service is like spinning plates.

Field technology has changed the service industry radically in recent years. And since the recent pandemic, industry laggards have come to a sobering realisation. An FD's responsibility should include exploring ongoing strategies to implement the latest technology that alleviates expenditure surrounding field service and maintenance. Any Manager that is not taking this side of the business seriously is potentially placing their organisation in compromising situation.

Embracing the right digital tools to improve performance and provide insights and data analysis are now paramount to controlling costs and keeping ahead of the competition.

PartsArena is the first step in a parts ordering process. One wrong part for a job multiplied tenfold across the service department affects your profitability massively. An engineer who chooses the right part first time has better job satisfaction and is saving their organisation money.

The Benefits of Centralised Data

PartsArena saves time on site by 15% and cuts service costs by 10%, with a realistic ROI in a short period from implementation*.

Providing your organisation with PartsArena is not all about making jobs easier for your technicians. The addition of providing organised, accurate and centralised access to technical data will also directly improve bottom-line profit due to cost efficiencies, such as faster diagnosis, less incorrect parts orders, better parts management, less travel, and possibly more job scheduling.

Integration with your own field service technology helps eliminate errors that have a cost impact on already constrained budgets. Ultimately, errors due to lack of accurate, accessible data means costs are passed on to your customers in the future, which will not go unnoticed by your competitors.

97% of heating companies agree that PartsArena delivers a good ROI in a short period of time.

IT Managers

The Challenge – are we fully integrated with third party software to reduce errors and keep costs down?

2021 will see IT leaders focus even more on digital initiatives in an ever-demanding field service environment. Since the pandemic, remote working and access to company information have created even more challenges to overcome for already stretched IT departments.

IT Managers have a lot to deal with. They must constantly explore the best possible technology to support the business, not least field engineers who are at the heart of the whole operation. A broken link in the IT field service chain can cause huge issues, including fix delays which consequently inconveniences the customer.

Device lockdowns are common, restrictions on external data downloads, or in some cases having online access at all not only creates a huge headache for field service but also IT as well. The frustrations are felt all around the business, and when inefficient systems affect service processes the buck normally stops with IT departments!

The Benefits of integrated parts identification software

PartsArena integrates with field management software so parts data such as part codes, descriptions and part quantities can be passed seamlessly back to the controlling application without navigating away from the job or work order.

Our simple, non-invasive API can provide an 'invisible' link to a controlling application to make identifying faults and ordering parts quicker and easier for the engineer.

Put simply, key data like UserID and ProductID is passed from a work order/job using a secure mechanism to PartsArena, which can then automatically display relevant product knowledge. Any required Parts and UserID can be passed back to the work order/job seamlessly.

PartsArena is designed to be an extension of your field service system. Offline technology means the part information will automatically be pushed into the work order when the engineer has a connection.

Technology should make your team's jobs easier, not more difficult. They don't need solutions that create extra steps and waste time. Integrating PartsArena has enabled thousands of service engineers to work more efficiently and accurately, with a better outcome for the customer and a better bottom line profit for their organisation.

Since 1997, Infomill has been helping the UK heating industry

Our pedigree in converting complex technical and parts data into a user-friendly format speaks for itself. Be it PartsArena Pro apps, stockist trade counters and websites, or heating companies and software vendors utilising our data, we can suggest ways in which PartsArena can help you too.

Here are just a few customers who have benefited from our solutions:

Case Study: HomeServe



Background

HomeServe is a major player in the field service market, servicing the heating, plumbing, water and electricity needs of over a million customers. With a team of 300 gas engineers covering the UK, HomeServe is a formidable force in the boiler aftermarket industry. Customer service is at the core of their business, so developing systems to help achieve a faster fix and manage jobs to completion is paramount, particularly since COVID-19, HomeServe have taken engineer and customer safety to the max.

The Problem

Through acquisition of The AA Home Services, nPower and HES, HomeServe adopted PartsArena as legacy working practice within these organisations. However, the company's focus on delivering a better customer experience through reduced time on site, improved fix rates and increased part accuracy, meant a system such as PartsArena was the obvious choice to deploy across the entire heating field service team. With a large field service team responsible for selecting the right part, management of KPI's in this area required the best technology at point of service.

The Solution

By giving HomeServe's engineers access to the PartsArena Pro app, they now have 24-7 access to parts data directly on their tablet. As Gavin Young, Service Delivery Manager explains "When a part is required – identified by a boiler service or fault diagnosis – that's when PartsArena Pro really comes into play. The part number is the start of the process. Without it, things would get very fraught. Different suppliers can reference parts in different ways. But the part number, that's industry standard. Everyone knows what the part is the world over. So, unless the engineer is carrying the part in his van, he'll be straight on to PartsArena Pro to identify it. Our main supplier is Wolseley, but there are times when we order from other businesses. A less common part, for example."

Another distinct advantage of PartsArena for HomeServe is that it works offline. A mobile signal is not always reliable for engineers, depending on their geographic area. Gavin acknowledged this, saying. "[The offline capability] is one of the reasons we run PartsArena Pro locally on every engineer's tablet. There could be times when you're in the middle of Dartmoor. So, installing PartsArena Pro locally means it's always available."

"PartsArena Pro saves us a huge amount of time and effort in identifying the right part. It's our central, single source of parts information. We don't have to keep speaking to suppliers, we just use PartsArena. And that's what our 300 gas engineers are doing daily."

Background

Surefire is a web-based field management system for the heating and plumbing industry. Aimed at mid-sized organisations, the system provides a full suite of features including diary management, invoicing, reporting and quoting. What sets Surefire apart from other comparable field management systems is the addition of PartsArena. This unique integration allows users to identify and order parts from your preferred supplier. A sophisticated and handy quote wizard is also available to supply customers with a fast and accurate quote onsite. Integrated using Wolseley's API, engineers can view local stock in real time and order parts directly and collect from their closest Wolseley branch.

Problem

The missing link in many field management systems is that of parts ordering. Searching and ordering the correct part is often a time consuming and error-prone task. Surefire recognised that creating a more efficient and accurate parts ordering process could be a game changer for their customers and in the market. However, a method was needed to match the parts data in Surefire to the parts held by Wolseley, so that there was no ambiguity with a part selection. A parts database that had the power to work with a leading supplier was required for seamless transactions with minimal (if any) human intervention. Wolseley had already been identified as the parts supplier of choice and their API enables engineers to see stock availability by location, which can be reserved for click and collect same or next day.

Solution

PartsArena is the missing piece to this puzzle. Parts data is supplied via web services to Surefire so the latest most accurate parts information is displayed in a job. Engineers can select the appliance, assign it to the customers residence, and then access the relevant parts list. Parts can be added to the job, check van stock or be ordered from the supplier, all whilst on site via the Surefire system.

Wolseley's parts library, which includes stockist codes, is included in the PartsArena database, so it made perfect sense to utilise this in Surefire. An added benefit is that PartsArena also identifies which parts are used in each appliance, and common parts used across multiple appliances, so engineers are confident they are choosing the right part first time. The database is constantly updated, saving Surefire the job of keeping the data current.

Case Study: Swale Heating

Background

Swale Heating provides boiler installations, servicing and breakdown service to over 100,000 customers throughout London, the South East and the Midlands. Their 300+ field engineers have been using PartsArena Pro since 2007. Swale Heating considers it essential to their daily operation, playing a huge part in delivering great service to all their customers. Swale's field management system of choice, Optimatics from Aeromark, has been integrated with PartsArena Pro so asset data and parts data can be assigned and recorded in a job.

Problem

In 2015, Swale needed to implement an efficient system that would help move the business forward in a significantly demanding market. They wanted to address scheduling, job management, parts identification and parts ordering at point of service, utilising systems that fully compliment to deliver a streamlined solution. The power of integrating a logistical service management, parts finding and ordering process would be a tremendous benefit.

Solution

Working with field service management system provider Aeromark and stockist Wolseley, PartsArena Pro developed an integrated service management offering from first visit to fix. By fully integrating with the logistical service management and parts ordering process, the solution can deliver ongoing cost savings in addition to dramatic efficiencies at many stages.

When Swale Heating receives a job order, Aeromark identifies the Asset and Serial Number, matching common faults with previously ordered parts for the same model and allocating the job to the best engineer. Once the engineer is on site, the Aeromark app seamlessly integrates with PartsArena Pro to provide instant access to the relevant technical information needed at the point of service. The engineer can view interactive exploded diagrams, service and installation manuals and parts lists. The correct part can then be selected by simply clicking on the link or diagram hotspot. PartsArena Pro then promptly passes this information back to the Aeromark system, which checks live stock levels at the nearest Wolseley branch for immediate collection or delivery.

The innovative integration has been a game changer for Swale Heating meaning better fix rates and more flexibility for their customers with limited impact on their business.



The leading parts identification tool for heating engineers, PartsArena gives you access to technical and parts information instantly – on any device.

Fix it faster. Get more done.

To learn more about our solutions or schedule a demo:

Call: (0) 1332 253170

Email: info@partsarena.com

Visit: www.partsarena.com

