



Field Data Integrators™

FDI Forms for  servicemax
From GE Digital



A WIN FOR FIELD SERVICE: FDI CURES THE PAIN IN PAPERWORK

We work where you work. Out on the edge of technology where other solutions fail, connecting the last mile of digital – providing human to cloud connectivity.

Why FDI Forms for ServiceMax? In-A-Nutshell:

- Data that has always been too hard to get is directly integrated into ServiceMax
- Despite touch devices, pen and paper survives because of its simplicity
- Central teams get real-time operational visibility into the field
- Scanning and rekeying data can take days, weeks or longer
- Delayed data access impacts invoicing, DSO, decision making and reduces visibility
- Workflows and reports are digitally automated
- FDI Solutions are IT-approved and DIY-friendly for power users

A FIELD ENGINEER “FAVORITE”

FDI gives the best of both worlds – triggering workflows and automating digital reports while retaining the flexibility and superior interface of paper for the field engineer. Forms data is digitized as it is written with digital pens. Digital pens send the data from the field directly to ServiceMax. The data is instantly accessible in original handwriting, as well as, converted data using state-of-the-art handwriting recognition, and finally in structured data tables. Central teams make real-time decisions and keep business operations running smoothly without having to wait for the paper data to be delivered, manually entered, and then analyzed. FDI works in 50 languages and with standard digital pen technology as well as iPads, Surfaces and Android tablets both online and offline.

DIY CUSTOMIZATION — “IT APPROVED”

FDI was designed for Power Users to be a fully customizable solution that doesn't require outsourced help – all under the umbrella of IT-friendly data security and control measures. You don't have to rely on an outside support team, their timetable, or pay their invoices. New functionality can be dropped into ServiceMax without impacting data security. Power Users can customize current servers, mobile form applications, and access rights to IT's standards. Managers build efficiency and dependability into their business processes by applying workflow automation tools.



Field Data Integrators™

Our users can now gain real-time visibility into paper-based operations within ServiceMax without data entry or the risk of missing paperwork.” Jonathan Skelding - VP, Business Development, Technology Alliances

Q&A: THE CURE TO YOUR PAPERWORK PAIN IS FDI FORMS

Q: Our data is collected on paper in the field and it takes forever for it to get back to the office. How does FDI speed-up the process?

A: *FDI believes pen and paper in the field are natural and easy to use for field engineers. We deploy digital pens that enable them to continue using pen and paper, but the data digitally transmits to the central office, so there is no delay in data access.*

Q: We want to configure a mobile app to collect data in the field, but we change our processes too often and don't have the expertise to keep up with the configuration needed. How does FDI answer these problems?

A: *FDI provides DIY mobile solutions for rugged digital paper, as well as tablets, synced with your ServiceMax, in your language, in a fraction of the time at a fraction of the cost. With FDI, your team can have a fully customizable solution that is designed for IT and power users.*

Q: We want to update how data gets from the field to the office, but we don't want to have to retrain our field personnel or distract them from their important work with new devices, software, and workflows. How much time does it take?

A: *The digital pen is very unobtrusive and easy to use. We hear repeatedly how field teams feel like nothing has changed since they deployed the digital pen and that they can continue with their work without being distracted. Training is limited and is comparable to a brief introduction.*

Q: Our field engineers love the digital pen, and now want all our forms made digital.

A: *This is a good problem! And actually, not a problem at all, forms can be easily laid out and digitally automated. Teams can use as many individual forms as they like for data collection with the digital pen.*

WOULD YOU LIKE A DEMO WITH ONE OF YOUR FORMS?

Contact us today to see how easy it is to turn paper forms into digital paper.