

# Field Service Workflows: A Technician's Journey

## How Scandit's Mobile Computer Vision supports efficiency from A to B:

Think of a Scandit-enabled smartphone as a pocket assistant – readily at hand to boost a technician's efficiency during their working day. Here's how it can save time with routine tasks and boost customer satisfaction.

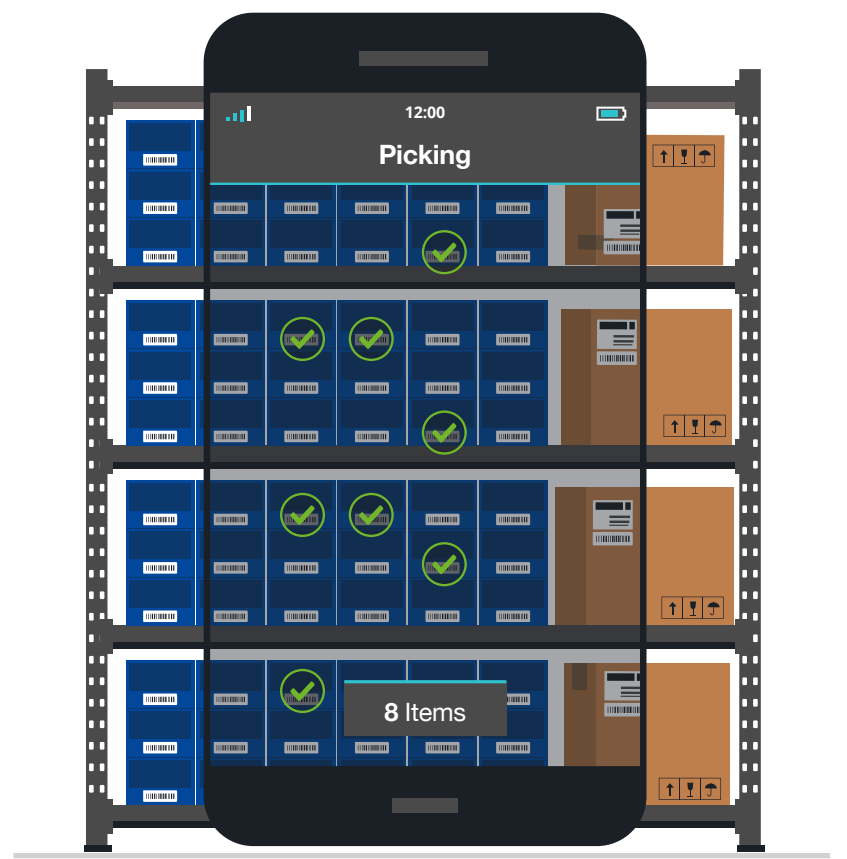
### At the Depot

#### Fast, Efficient Parts Picking:

Using a smart device enabled with Scandit MatrixScan, a technician simply hovers their device over a batch of packages to instantly highlight the correct one.

**40%**

Compared to dedicated scanners, **MatrixScan finds parts up to 40% faster.**



#### Loading the Van for Efficiency:

Technicians can load their van based on the day's schedule, simply by scanning items to view the order of use through an AR-overlay.

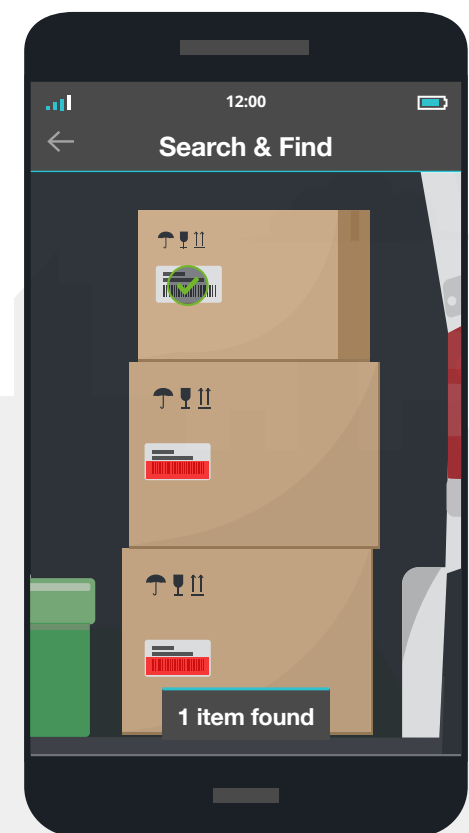
#### Sharing Parts Inventory with Colleagues:

All parts are tracked when loaded, providing an accurate picture of inventory held by each technician in the field.

### On the Road

#### Search & Find Parts Quickly in the Van:

By hovering a smart device over the packages in the van, Scandit's MatrixScan with an AR-overlay captures multiple barcodes at once, and highlights the correct part the technician needs for their next job.



### On Site

#### Installing Parts & Equipment First-time:

A Scandit-enabled app gives technicians instant access to real-time information about equipment, parts, warranties, service histories, maintenance schedules and installation instructions, helping to ensure first-time fixed rates and high levels of customer satisfaction.

**MAINTENANCE NEEDED**

Last Maintenance:  
**01/09/20**

**VIEW MORE DETAILS**



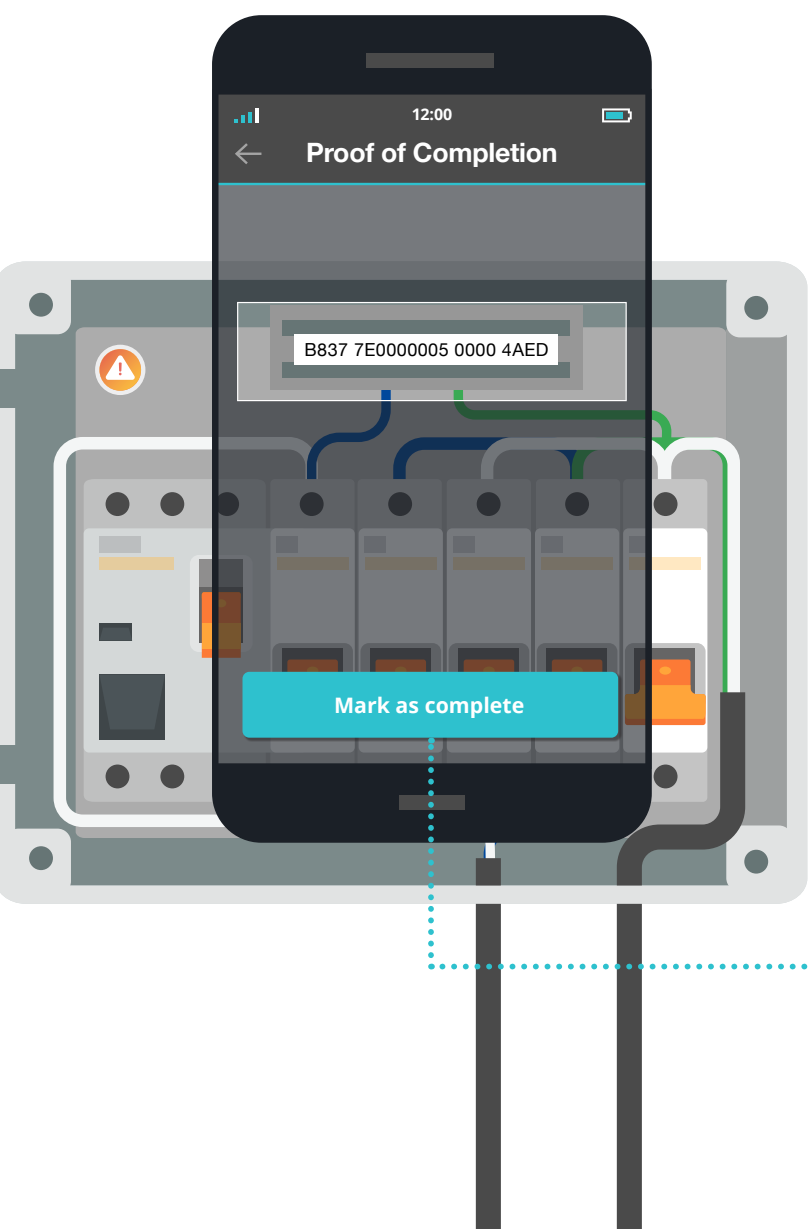
**86%**

Companies with a first-time fix rate of over 70% experienced **86%** customer retention rate.

Freshdesk

#### Proof of Completion:

Using a smart device, technicians can log parts used to complete a work order, parts for return, and activate invoicing and warranty processes on site by marking a job as complete. Scandit's software combines barcode scanning with text recognition (OCR) to read IDs, and barcodes on equipment and parts.



## Talk to Scandit for more Field Service insights

Learn more how Scandit mobile computer vision on smart devices is helping transform field service workflows by adding accuracy and efficiency.

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Scandit's award winning mobile computer vision software enables barcode scanning, text and object recognition for enterprise apps and delivers real-time insights through AR overlay.

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