

White Paper

10 ways simPRO can directly
contribute to your bottom line

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Cloud technologies have some significant benefits to the bottom line of organisations choosing to invest in them. The benefits are multiplied when investing in purpose-built, industry specific, field service solutions such as simPRO.

However, determining the cost versus benefit of any technology investment can be tricky - particularly if you don't have a lot of experience undertaking these types of activities.

To assist, this paper describes 10 areas that can have a direct impact on your bottom line and are worth considering for your business case.

The detail to which a business case is prepared varies from one business to the next, but common questions include:

- How much is the software/technology/hardware going to cost?
- What will it cost in terms of time and resources to implement?
- What tangible returns are expected and over what time period?
- How will this investment either make or save money?
- What will the impact on productivity be?
- What will it take for my staff to embrace this change?

Read on to discover 10 areas that a field service solution can contribute to your bottom line.

1. Reduced infrastructure costs

One of the most significant benefits in investing in cloud-based applications like simPRO is the direct savings in IT infrastructure – for example, servers.

As simPRO is hosted in the cloud, we manage the infrastructure. There is no need for our clients to invest in their own hosting infrastructure.

Businesses choosing to implement an on-premise solution become responsible for the setup and ongoing costs associated with servers, storage devices, and administrator PCs, in addition to other significant capital expenditure.

2. Reduced IT staff/provider costs

Thanks to reduced infrastructure requirements, the costs typically associated with maintaining, troubleshooting and supporting equipment is significantly reduced – if not entirely.

Infrastructure maintenance is included in the simPRO licensing fee, therefore additional local IT support is not required.

3. Improved productivity

One of the immediate benefits of investing in a purpose-built, industry specific field services application is that it is designed to lift productivity from the outset.

simPRO users benefit from improved productivity through better scheduling and management of resources. Tangible benefits include reduced travel times and less downtime.

4. Customer retention (faster response times, identification of issues)

The productivity gains can have a direct and positive impact on customer retention due to faster response times, earlier identification of repeat issues, and the ability to provide customers with rolled-up service reports.

Achieving these types of outcomes can be extremely time-consuming using manual scheduling processes.

5. Lower costs

There is a range of cost savings when implementing simPRO. For example, less reliance on paper equates to reduced printing costs and other charges like faxing, postage and so on.

Productivity gains not only mean getting more from your workforce, but associated savings include less fuel, reduced travel allowance, and less overtime.

Meanwhile, the back office costs associated with job order management, resource allocation, and manual handling of information between systems can also be significantly reduced.

6. Lower setup costs

As simPRO is built for your industry, the time and cost associated with implementation is significantly reduced - meaning your return on investment can commence sooner. The activities that typically take a lot of implementation time (such as configuration, custom development, various testing cycles and so on) are significantly reduced – perhaps even eliminated.

Instead, simPRO clients can focus on the things that really matter, such as training their people quickly and building reports that drive and improve business performance.

7. Simpler licensing model

Managing the license costs associated with simPRO is straightforward and transparent, allowing users to accurately forecast annual IT costs. One of the other benefits of simPRO is that it can scale with the growth (or contraction) of a business.

Users can quickly and inexpensively increase their simPRO footprint during times of business growth and development.

In leaner times, the number of licenses can also be reduced.

8. Business insights for informed decision making

Gaining improved visibility of operational business performance is a significant benefit for customers looking to make better business decisions based on data and evidence.

Manual systems make reporting difficult, and therefore operational decision-making can be based on 'gut feel' and previous experience.

simPRO enables a real-time view into operations. It can be used to identify performance improvement opportunities, inform hiring decisions, analyse the profitability of customers and the productivity of field agents, and so on.

9. Less reporting time and simpler reporting for business improvement

The time taken to produce reports is significantly reduced with simPRO. Many organisations have dedicated resources that trawl through paperwork to build some sort of picture of what's going on across the business. They may even manually manipulate spreadsheets to produce reports that are meaningful.

These reports can take hours – even days – to produce.

simPRO simplifies reporting and dramatically reduces the time taken to produce meaningful reports that can inform better decision-making.

10. Reduced back office costs through workflow automation and integration

Investing in field service cloud technologies like simPRO can lead to reduced back office costs as a result of automated workflows, and integration with third party applications like financial systems. Manual handling of invoices, job orders and other important back office and operational outputs is reduced – freeing up resources to focus on more value-adding activities.

Each business is different, so if you'd like to find out how simPRO can improve your bottom line while improving the performance and efficiency of your organisation, get in touch with us today.