

# White Paper

Simple tips to better manage your field team

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Field service industry managers are being asked to do more than ever before; they must control costs and increase customer satisfaction, all the while making sure safety and service quality remain high.

Managing field teams is yet another crucial responsibility of field service managers, but many face constant struggles with some of the unique challenges this presents.

### Real time visibility

When working with remote teams, finding the right balance between independence and micromanaging is important. You need to ensure visibility in the field - without having to constantly contact your technicians for updates.

Investing in systems that allow for real time awareness of field technicians' locations will not only increase visibility, but will solve many job scheduling issues. You will be able to monitor job progress and make scheduling changes as they appear, closing any gaps and keeping your team productive during the day.

### Tracking productivity

Ensuring productivity can be one of the most difficult tasks when working within the field service industry. When you're not able to see your employees each day, it can be difficult to track the amount of work they complete and when they complete it.

While you don't need to be constantly watching, you need tools and metrics in place to track and accurately measure productivity.

### Communication

Maintaining effective communication is a key component within any industry, however, for a remote workforce it is crucial to each job.

Communication should not end once the job has been dispatched. It's important to receive ongoing job updates, and costs and asset information. Having the appropriate communication tools allows your technicians to do their jobs and dispatchers to remotely manage the recording and reporting.

Reliable communication protocols should also be in place, so your technicians know how to reach managers, dispatchers, and each other when in the field. Selecting the right tools for the job and training your team to use them ensures that a mobile team can work together efficiently.