

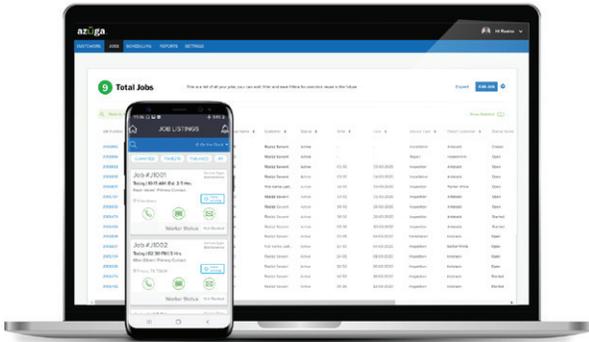
# Field Service Management

Streamline Operations with  
Field Service Management



**azuga**<sup>TM</sup>  
a Bridgestone Company

[www.azuga.com](http://www.azuga.com)



## Streamline Operations with Field Service Management

Field service management software helps your organization streamline its operations into one simple workflow by putting all of your tasks in one place. Most service fleets use field service management software to keep track of their everyday operations. It becomes necessary as there is so much to keep track of, from dispatch to customers, to financial information. It would be impossible without software to keep it all in order. Field service management, or FSM, software is designed for this. It is a tool that helps businesses manage all of the various resources of fleet management. This chapter will talk about Azuga's field service management software, Azuga Works, and why you should be using field service management for your fleet if you aren't already.



Dispatch Tools



Customer Database



Fleet Tracking



Financial Information

## Features of Azuga Works

Azuga Works offers so many features that it would be impossible to list them all in this chapter, but we will summarize the major functions of the software below. Our software covers all aspects of fleet management as a comprehensive solution to all of your fleet needs.

### Dispatch Tools

Dispatching is the most significant part of a fleet manager's job, but it can also be one of the most challenging parts, especially when there are a lot of employees to manage. Azuga Works helps ease this burden by allowing fleet managers to assign jobs directly

through the software and monitor their status. When workers finish a job, they can mark it complete, then move on to the next task, right on their phones. Managers can easily schedule jobs based on their urgency, the length of the job, and which employees are available.

### Customer Database

Customer service is a top priority for any fleet business, and with field service management software, you can keep track of your customers all in one place. See what technicians have worked with customers before, and assign that tech to the customer again. This builds a relationship between the customer and your

business. Furthermore, whenever you're responding to customer disputes, you can pull up all of that customer's information directly from your database, and you'll have all of the information you need to respond right on hand. This ensures that you are providing accurate and timely responses to your customers. An expansive CRM provides you with all the information you need to answer inquiries and answer disputes efficiently.

### Fleet Tracking

If your fleet isn't taking advantage of fleet tracking, you may be behind your competition. Most fleets are using fleet tracking these days to gather all kinds of data about their fleet. Azuga Works uses fleet tracking data to help you tackle various areas of fleet management. Firstly, you will always know where your technicians are, allowing you to schedule jobs and plan out your days. Secondly, you

can take advantage of route planning software, which uses fleet tracking to get your drivers to all of their stops in the most efficient way possible. We will discuss route planning further in the next chapter. This way, you can ensure that your drivers always get to their destination on time.

### Financial Information

Azuga Works can do practically everything. It can even accept payments. This means that all of your payment information is available in one place, and you can access reports at any time. You can use these reports to check on the overall performance of your business to help you make vital decisions regarding its operations. Azuga Works also integrates with QuickBooks so that your information is consistent across your platforms.

## Benefits of Field Service Management Software

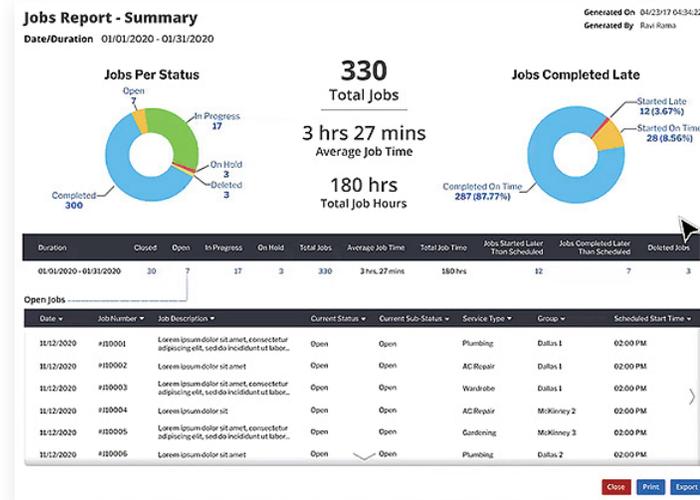
Azuga Works makes so much of the fleet management process easier. You may already see several of the benefits just by going over the features, but we will discuss them directly in this section. There are many reasons your fleet should consider field service management software.

### Increased Productivity

With the ability to dispatch more efficiently, your fleet is practically unstoppable. All of our dispatching tools ensure that you can dispatch accurately and effectively. We improve communication between managers and drivers through the mobile app, Fleet Mobile, and send tasks directly to drivers in real-time through the dispatching tools themselves. Route optimization also ensures that drivers will always arrive on time, allowing fleets to get more jobs done during the day.

### Empowered Technicians

Communication is key with Azuga Works. As we mentioned above, communication makes the dispatching process much more manageable. Drivers appreciate the ability to do so much from their phones. When they don't have to call management every little step of the way, they



can work more independently, helping them feel more empowered. With driver turnover at an all-time high, you want to ensure that your drivers are as happy as possible, and Azuga Works can help make that possible.

### Reduced Costs

Naturally, if your business is working more efficiently and you have less driver turnover, you're going to save money. Not to mention, the reports generated by your field service management software help you make critical business decisions that can save your business money in the long and short term. Route optimization software even saves your fleet money by cutting fuel costs. There are lots of ways to save money with Azuga Works.

## Improved Customer Satisfaction

Customers have higher demands than ever, and they're much happier when their demands are met on time and their inquiries are answered promptly and accurately. The CRM helps you do exactly that by helping you pull up any data you need as soon as a customer contacts you. Even better, when customers have the same technician every time, they build a relationship with your business that gives them a positive impression of your organization.

## How to Save Time with Field Service Management Software

Azuga Works can save you a ton of time if you use it properly. There are a lot of tools at your disposal that make it so much easier for businesses to handle employees, customers, and tasks than ever before. Of all of the benefits of Azuga Works, one of the most significant is that it can save you time. This section will discuss three ways to use Azuga Works to save time for your fleet.

### No. 1: Communicate Through Azuga Works

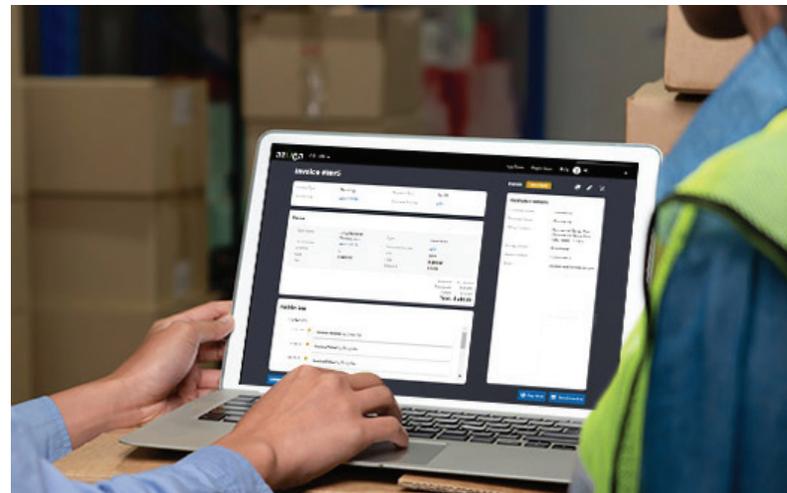
Constant games of phone tag are no stranger to fleet managers and their employees when they're trying to communicate on the field. Employees shouldn't be on the phone when they're driving, and can't talk while they're working, so that leaves very little time when a manager can reach them to update them regarding a job or customer. That's why all communication regarding the day's tasks should be completed through Azuga Works. That way, your employee can simply check their app and know exactly what they need to do next.

### No. 2: Utilize Route Optimization Software

As I mentioned, we will go into more detail regarding route optimization later, but it is a significant advantage in saving time day-to-day for the fleet. Fleet managers can set up routes with all necessary stops throughout the day. Of course, the software works in real-time, so if any changes are required, you can make those with ease. This means no more calling technicians trying to alert them of a sudden shift in the schedule. The route will automatically update, and they will know exactly what to do. This keeps drivers safer and the fleet more efficient.

### No. 3: Respond to Customer Inquiries Faster

We've talked about how you improve customer service with field service management software by responding more accurately to customer inquiries. It is just as important to respond quickly as customers don't like to be kept waiting. Luckily, whenever a customer asks a question, you can pull all of their past jobs, what technician they worked with, and what notes were left on their account so that you know exactly where they left off. This way, you can work with the customer to address their concern quickly. Even better, you can work with more customers throughout the day and ensure that you don't ever get a backlog of customer inquiries.

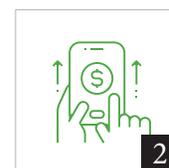


## How to Optimize Your Business Performance with Field Service Management Software

Azuga Works isn't only beneficial for streamlining your dispatching and customer interactions. It also supports the business side of operations. It is a sure-fire way to get fast and positive results for all of your field service goals. This section will discuss three ways to improve your business performance with Azuga Works.



1  
Obtain Actionable Business Insights



2  
Process Payments with Ease



3  
Integrate with QuickBooks

## No. 1: Obtain Actionable Business Insights

Whenever you are making important decisions for your business, you need all of the data you can get on your side. Azuga Works uses telematics to track all kinds of data regarding safety, vehicle usage, maintenance, business financials, and more, so you can make decisions regarding any aspects of fleet management to keep your business safe, effective, and profitable. Azuga Works makes it easy to access critical operational metrics anytime so you can obtain visibility into invoices and payments more easily than ever before. Of course, you must be aware of everything happening with your business so that you can make the best decisions for its growth and success. With the actionable data that Azuga provides, you can achieve this goal.

## No. 2: Process Payments with Ease

All modern businesses must have modern options for processing payments because archaic options simply won't cut it anymore when so many competitors have moved ahead. Azuga Works allows you to accept payments over the phone, in person, and online. Even better, your customers can set up recurring payments and update their credit card information whenever they need to. This ensures that they never miss a payment, which benefits both you and the customer. The best thing about Azuga Works handling your payments is that you can also obtain those actionable business insights we discussed above.

## No. 3: Integrate with QuickBooks

Accounting is a difficult part of fleet management, particularly because many fleets do not have an accounting specialist on hand. This is especially the case in most small businesses. QuickBooks integration with Azuga Works helps you handle your business's accounting needs easily. All of your company's payment information and invoices sync automatically to QuickBooks. This way, you don't have to worry about double entries or other avoidable errors. Another benefit is that when you make an entry in Azuga Works, it automatically updates in QuickBooks, meaning you don't have to go back and forth between the two programs more than necessary.

## References

Know more about Route Optimization:

<https://www.azuga.com/azuga-routes>

Know more about Azuga Field Service Management:

<https://www.azuga.com/field-service-management>

Schedule a Demo:

<https://www.azuga.com/inquiry/field-service-management-solution-demo>



## Streamline Your Operations with Azuga Works Today!

Azuga created Azuga Works with your fleet business in mind. Azuga is with your company every step of the way. We're there from the moment of first contact to scheduling the job, all the way until the invoice is paid. Your information is organized and optimized in a single platform created for ease of use. Every aspect of fleet management is tracked to keep things running smoothly and increase the amount of business that your company does. Not to mention, Azuga Works integrates with all of Azuga's other technologies, including Azuga Fleet and Azuga SafetyCam, to create a fully comprehensive fleet management experience.

With Azuga, you can rest assured that your fleet is fully covered from beginning to end and top to bottom. Our state-of-the-art technology solutions keep your fleet at top performance 100% of the time. If you'd like to learn more about Azuga Works, check out the [feature page](#) on our website that explains more about it. If you're ready to take our technology for a spin, schedule a [demo](#) online and see what you can do with our help!

# About Bridgestone

Nashville, Tennessee based Bridgestone Americas Tire Operations is the U.S. subsidiary of Bridgestone Corporation, the world's largest tire and rubber company offering a wide range of Bridgestone, Firestone and associate brand tires, BATO maintains wholesale and original equipment sales operations across a broad line of products, including passenger, light truck, commercial truck and bus, agricultural, motorcycle, kart and off-the-road tires.

Additional US subsidiaries include Bridgestone Retail Operations which operates the largest network of company-owned automotive service providers in the world – nearly 2,200 tire and vehicle service centers across the United States – including Firestone Complete Auto Care, Tires Plus, Wheelworks and Hibdon store locations. Bridgestone authorized dealers consist of independent tire retailers that are authorized to sell and service Bridgestone or Firestone products. BATO's Commercial Solutions Group also has an extensive dealer network that also includes Truck, Bus, Radial Division. In summary the Bridgestone network consists of approximately 5,400 service locations for tire, automotive and fleet solutions.

Below is a complete list of links to our products for Commercial, Retreads and Consumer tires.

## **Bridgestone Brand**

Alenza, Blizzak, DriveGuard, Dueler, Ecopia, Potenza, Turanza  
Bridgestone Consumer product

website: <https://www.bridgestonetire.com/>

Bridgestone Commercial product

website: <https://commercial.bridgestone.com/en-us/index>

## **Firestone Brand**

All season, Champion, Destination, Firehawk, Transforce,  
WeatherGrip, Winterforce

Firestone Consumer product

website: <https://www.firestonetire.com/>

Firestone Commercial product

website: <https://commercial.firestone.com/en-us/index>

## **Bandag Retread**

website: <https://www.bandag.com/en-us/index>

# About Azuga

Azuga, a Bridgestone company, is a leading global connected vehicle platform, helping our customers turn data about vehicles and their use into intelligence that improves operations and safety while reducing costs and risk. Azuga provides reliable end-to-end solutions for commercial fleets, government agencies, insurance companies and automotive industry suppliers, encompassing hardware, the Azuga One platform, award-winning fleet applications and data analytics. Azuga is headquartered in Fremont, California.

Our award-winning Azuga Fleet solution is used by thousands of customers—from the small fleet of one or a few vehicles up to several thousand—and is lauded by our customers for its ease-of-use, robust features and affordable pricing.

**azūga Fleet**

**Good for drivers.  
Great for business.**