NEW PRODUCT ANNOUNCEMENT

WorkAssure™ Online
Field Service Management for Quality Customer Experience and Service Delivery Excellence

Do you need to make managing widespread resources, delivering quality service and improving customer experience more automated, efficient and effective? WorkAssure™ Online helps you drive continuous improvement, remove barriers to productivity and overcome process bottlenecks, giving you all you need to deliver the quality customer experiences your clients demand.

Delivering a quality customer experience is a tough job. It involves understanding what your customers want and knowing when they want it. There is also the difficult task of delivering a consistent customer experience across all channels because customers do not care about singular touch points along the journey. No longer are your customers looking at that individual service interaction and giving it a rating – they are looking at the service you deliver as a whole and rating you based off of their TOTAL experience. No matter how you are engaging with your customers, that experience needs to be a quality, superior interaction.

Why ARRIS?

- FSM product visionaries and investing in the future
- Partnering with our customers to define solutions
- Proven track record – serving ~45,000 users worldwide
- Cost effective SaaS offering
- Advanced management of labor, forecasting and more
- Business objective decision making
- All in one solution: Persona-based features

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WorkAssure™ Online

Did you know that choosing the right technology can create better customer experiences? The challenge lies in finding the right technology to improve not only the customer experience, but to do it in the most efficient and cost effective method possible.

WorkAssure Online is the next generation Field Service Management solution. Designed from the ground up, ARRIS has developed a new approach to solving the on-going challenges faced by today’s service providers.

WorkAssure™ Online = Working Smarter

- Provides an intuitive service that drives efficiencies through automation
- Offers real-time performance information during work order resolution
- Utilizes up to date information and history to ensure proper workload to the workforce

A SaaS offering that combines cross-departmental data with advanced automation to streamline the scheduling, routing, and work order completion processes for technical personnel. Micro services to improve the on-time performance and quality of technician visits for faster issue resolution and happier customers. Enabling 1 hour and exact appointment offerings and automated jeopardy resolution, to giving technicians access to real-time performance information when provisioning customer equipment, and helping to avoid unnecessary truck rolls when upstream outages occur – WorkAssure Online provides information that can help every service organization work smarter.

For more information on WorkAssure Online, please contact your ARRIS Account Manager. www.arris.com