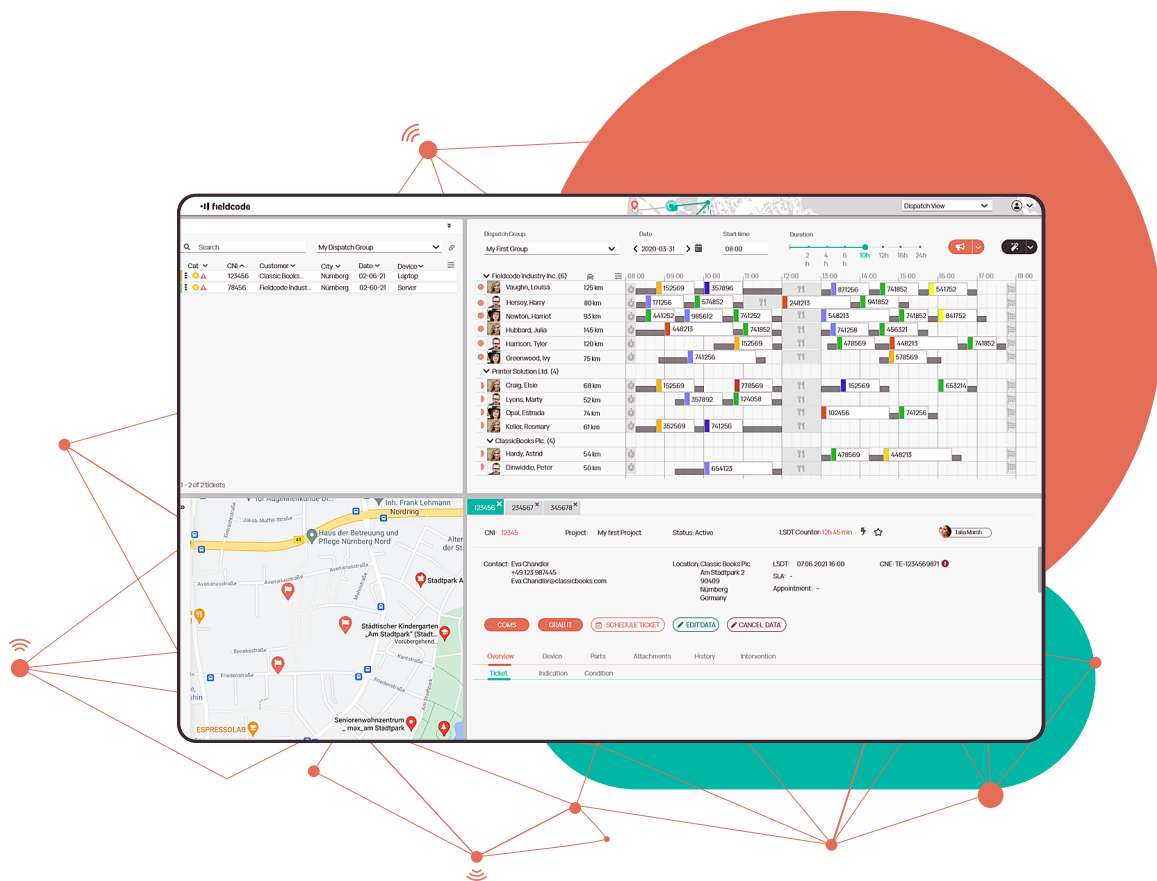




USE CASE

Field Service Management is reshaping the Vending Machine industry

Service providers can effectively keep vending machines operational round-the-clock with FSM technology



Accessibility and convenience are what make vending machines a success and cause their growing demand. However, these modern machines are not without their problems. Even the most advanced vending machines experience malfunctions if they are overused or don't receive regular maintenance.

Vending machine service providers must ensure that these machines are operational round-the-clock.

Key Challenges faced by field services in the vending machine industry

It can be challenging to pinpoint the precise moment when and which machine needs restocking or repair. Whether downtime is from lack of stock, component, or system malfunctions, operators may not be aware of a machine failure for several days. These operational difficulties can cost a business more time and money.

In addition to the ongoing loss of revenue opportunities during these situations, consumer trust suffers as well. When a machine malfunctions often, consumers will avoid this machine and simply conduct their business elsewhere.

Thanks to technological advancements with Field Service Management (FSM) software these issues can be easily rectified, and field service operations optimized.



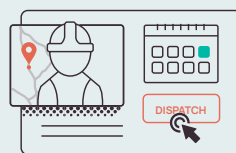
Smart field service operations with advanced FSM software



Remote monitoring



Preventative maintenance



Optimized scheduling



Workflow automation



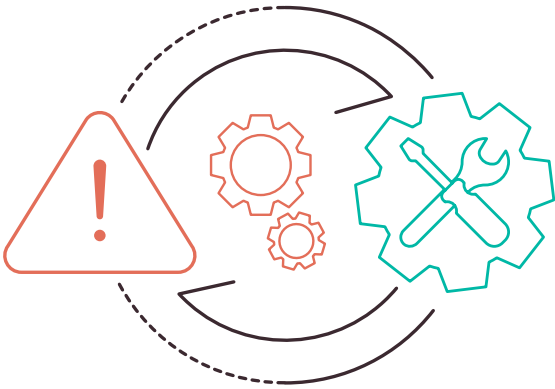
Align and achieve KPIs

Improve vending machine quality control with IoT-based monitoring



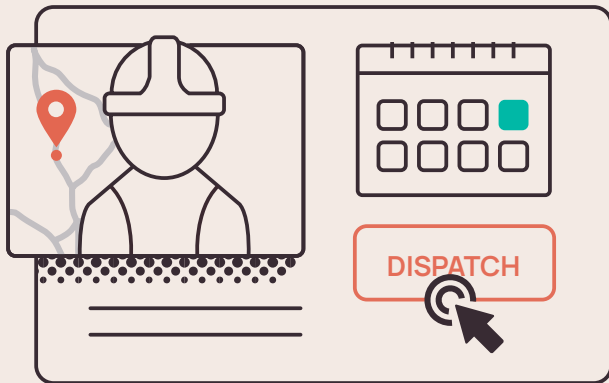
- Data sensors on vending machines monitor conditions and the state of the asset to **ensure quick response times**. Alerts are received, and automated dispatching is carried out for certain malfunctions or when temperatures change within a vending machine.
- Predict upcoming issues by monitoring vending machines 24/7 and performing maintenance to prevent machine breakdown and **eliminate costly emergency calls**.
- Access to the asset's real-time condition and service history gives insight into what the vending machine requires and **minimizes complex on-site diagnostics**. Real-time data provides better planning and what parts are needed on-site to ensure success.
- Stock levels are monitored in real-time across various vending machines to ensure they are well-stocked 24/7. Smartphone applications enable supply vending clerks to **receive notifications when a vending machine is low or out of stock**.

Eliminate downtime with preventative maintenance



- **Track and schedule routine maintenance cycles** and regular activities for all vending machines. Create fully automated events depending on a specific schedule or per maintenance contracts.
- Scheduling routine maintenance cycles improve asset performance and reduce malfunctions and unplanned downtime resulting in **significant cost reductions**.
- Preventative maintenance expands the service life of assets, **generates steady revenue streams**, and builds client loyalty.

Shorten response times with optimized scheduling and automated dispatching



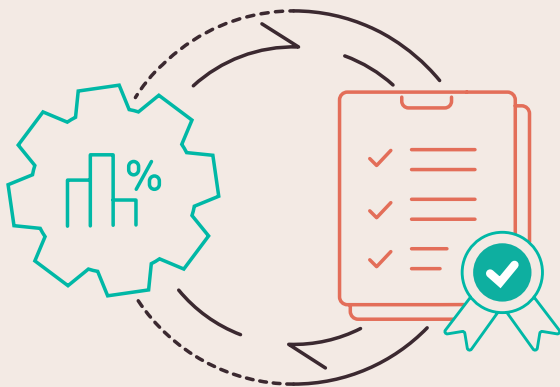
- Smart mobile solutions connected to a **centralized scheduling software ensure responsive on-call 24-hour repair services**. Scheduling software assigns and automatically dispatches the most qualified and closest technician to the job reducing downtime of vending machines.
- Zero-touch scheduling assigns optimized planned routes to technicians based on mileage, worktime, SLA compliance, and real-time traffic data. Optimized routes **save time for employees, reduce vehicle wear and fuel costs, and improve arrival times**.
- With two-way communication, dispatchers and field teams **react swiftly to unexpected delays or changing situations** by optimizing schedules, and routes, resulting in faster response times and increased customer satisfaction.

Increase productivity and drastically improve first-time fix rates with smart automation



- Job information, manuals, inventory parts, and service history are all linked to work orders. As a result, technicians and subcontracting partners **avoid duplicating troubleshooting steps**, which helps to solve the issue more efficiently.
- Field technicians equipped with mobile solutions deliver individually tailored services and informed interactions by quickly accessing all related documentation. By using the right information at the right time, technicians **improve first-time fix rates**.
- Fully customizable process steps and dynamic reporting options increase job efficiency for field service teams. Instruction guides help field technicians through each job intervention and **ensure high-quality performance**.

Improve performance by setting the right field service KPIs

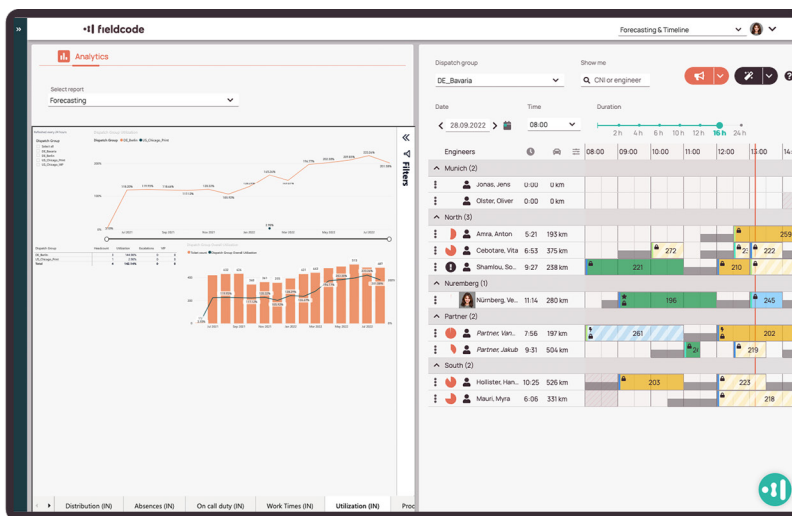


- The single view display feature allows an overview of tickets assigned to field service teams or their partners, enabling transparency and the **ability to meet KPIs**.
- Track vending machines, locations, field technicians, and daily progress via the analytics dashboard to **manage SLA performance**.
- Improve “performance by unit” and “Uptime Downtime by unit” KPIs. Units not performing as expected are usually due to maintenance issues. FSM software keeps maintenance schedules on track and technicians equipped with the right information during repairs resulting in **improved asset performance and uptime**.
- Enhance field technician performance and **improve first-time fix rates** by arming field technicians and subcontracting partners with access to customer requirements, inventory parts, service history, and instruction guides through mobile applications.

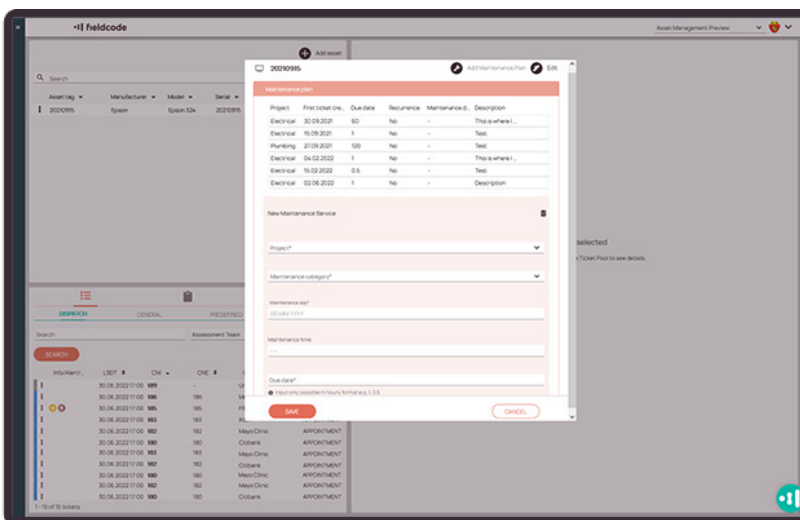
Fieldcode's FSM software enhances vending machine service operations and optimizes time, cost, and resources

Benefit from smart scheduling, user-friendly mobile solutions, and robust business intelligence to manage assets, stock, technicians, and other parts of operations seamlessly to scale.

Automating key tasks with Fieldcode

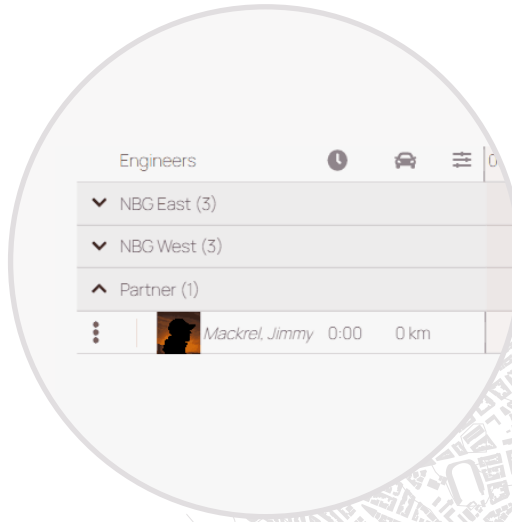


→ View critical tickets, ticket volume, and **daily progress** via the analytics dashboard.

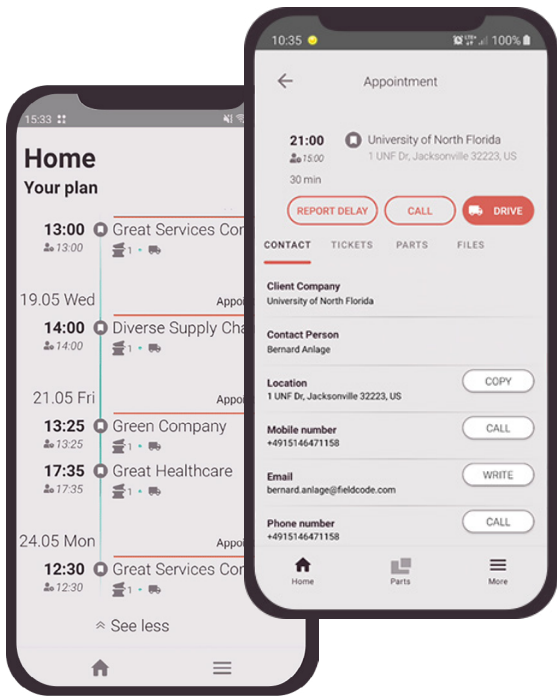


→ Automate maintenance, cleaning, and filling at specific times to ensure service on vending machines is completed.

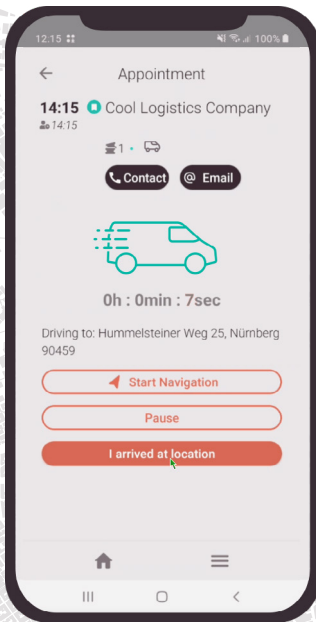
Help your teams in the field to manage activities efficiently with the Fieldcode mobile application



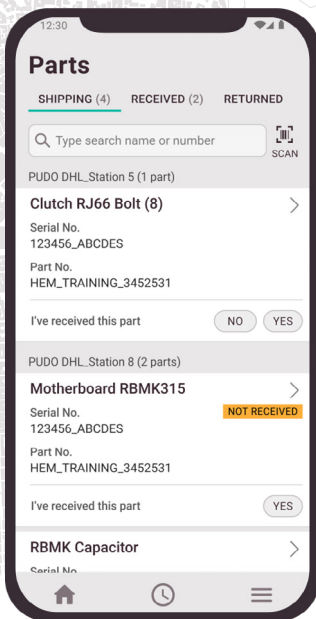
→ Organize technicians into subgroups to **monitor and manage on-call 24-hour services**.



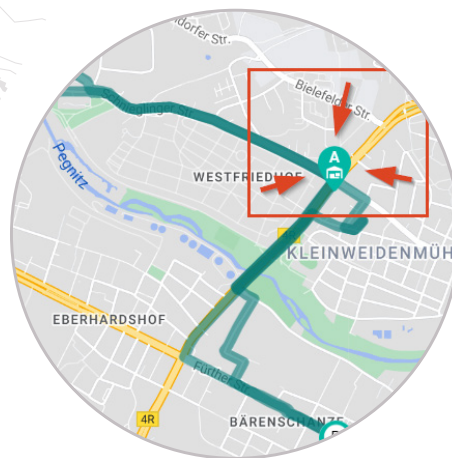
→ The user-friendly interface allows for a structured **view of schedules, tasks, and on-site information**.



→ In-app map integrations allow **direct navigation** to customer locations.



→ Access to **parts' availability** and **direct navigation to PUDO location** before on-site maintenance visits.



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A smart field service solution will supercharge your service operations, ensure effective field management of vending machines and set the stage for higher monthly revenue and customer loyalty.

Fieldcode's Field Service platform and mobile application empower the vending industry service providers



- Scheduling product reloads and maintenance
- Improved stock management & reduced downtime
- Service running 24/7
- Increased efficiency and lower costs
- Increased customer satisfaction
- Increased monthly revenue

Customer wins thanks to using Fieldcode for serving the vending industry



*Average Fieldcode customer results



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