



FIELD NATION

“We were able to increase efficiency, which means we can do more work with the same amount of people.”

– Terry, Support Center Manager

Field Nation Get Work. Done.

Field Nation brings people together to accomplish great work. Field Nation’s online platform combines a deep expertise marketplace with complete project and work order workflow management platform to deliver onsite expertise anytime and anywhere it is needed. Business analytics, reporting and integrations to the most popular ticketing and accounting software means Field Nation delivers actionable insight while making it easier to get work done. Whether companies of just one employee or 1,000 need to manage internal staff projects, contingent workforce tasks or source local service for immediate needs, Field Nation is the choice to get work done. Field Nation, Get Work. Done.

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WorkSmart Connect

Codeless Integration at the Speed of Business



Challenge

For organizations that employ contract labor, the ability to manage client requests quickly and efficiently is a critical factor for success and growth. Our customer, a national provider of technology deployment services, faced a severe inefficiency in meeting the demands of their client’s ticket requests and sought to increase the responsiveness and timeliness of this process. They needed an optimized solution that could seamlessly integrate with their enterprise system. They also wished to easily enable pre-defined rule criteria, accelerate Service Level Agreements (SLAs), and provide an expedient method of generating work orders from service requests.

Solution Overview

Our customer turned to WorkSmart Connect, a powerful new feature provided by Field Nation. WorkSmart Connect is a codeless integration and quick-start program that is used to instantly structure, review and deploy work orders directly from an organization’s existing ticketing, help desk, or business process system.

Our customer was able to immediately integrate their ticketing system with WorkSmart Connect and automatically translate client requests into work orders within seconds. Using preset rules and intelligent parsing technology, critical information from tickets, emails, and attachments was captured, as well as any associated meta-data. They were able to easily manage and monitor work orders using unique ticket tracking capabilities and gained critical insight and visibility into the status and progress of their projects. Day-of SLAs were met in a matter of hours due to WorkSmart Connect’s cutting-edge text analytics and business process integration features.

Results

Field Nation’s WorkSmart Connect enabled our customer to increase the responsiveness and expedience of meeting client requests. The feature’s increased visibility, accelerated SLAs and adherence to customized rules saved time, minimized error, and improved efficiency and business growth, at scale.

- 40% time saved
- 100% boost in work efficiency
- SLAs met within hours

