Transform Your Field Operations

The world of field service has become a complex web of people, processes, and technologies.

A mix of back-office coordinators and managers support a hybrid field force of in-house technicians and external vendors. The installation and maintenance of products and services is dynamic, requiring your teams to be adept at evaluating issues and providing the right fix on the spot. Behind all this are the multiple systems and applications your people interact with (hopefully happily) every day. It’s no wonder companies feel like they’re operating in a black box, with little visibility into the quality of service being delivered to their customers.

Streamline Your Operations

Zinier is purpose-built to help field service organizations embed AI and automation into every step of every process, taking pressure off the back office and fueling technician productivity.

Whether you need to intelligently assign technicians based on skills and proximity, automatically trigger preventive work orders based on field data, or use our flexible, open architecture to build your own use cases for AI, we help you work smarter and faster.

At Zinier, we’re putting the power back in your hands.

Digitization of your field operations is a must in today’s competitive world. But we’re here to take you beyond that with AI-driven automation. Increase productivity by automating routine tasks, empowering field teams with contextual knowledge on their mobile devices, and turning real-time data into actionable insights. It’s time to untangle that web and deliver the amazing service your customers expect.

With Zinier, you can:

- Drive back office efficiency with smarter automation
- Get deep visibility into the field, down to the technician or site level
- Support technicians with step-by-step install and fix instructions
- Eliminate operational bottlenecks with smarter vendor management

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CASE STUDY

Helping a Global Service Delivery Provider Transform Their Field Operations

What does it take to power a team of 16 back-office coordinators and 200 technicians responsible for servicing over 4000 sites per month. Computers, coffee, mobile devices, and Zinier. We partnered with a global provider of telecom services, transforming their ability to deliver on-time, accurate installation and maintenance of the infrastructure we rely on every day.

When we first started working with this provider, their legacy technology environment looked something like this... look familiar?

Zinier Impact

Too much change at once never works, so we worked with the organization to phase their transformation. The most immediate, beneficial aspect was to their field force – consolidating the various MOP workflows (Methods of Procedure) into a single app. Technicians were able to see customer information, site histories, and guided workflows in one place.

At the same time, back-office coordinators had real-time visibility into the status of all projects in flight. With the field force up and running, we focused on augmenting their back-office systems, integrating with their existing work order management system to intelligently schedule and dispatch technicians.