

How DGLide Field Service Management streamlines service operations

DGLide Field Service Management (FSM) streamlines service operations by connecting service requests, work orders, technician scheduling, and field execution within a single unified platform.



With real-time visibility and structured workflows, teams can respond faster, coordinate field activities more efficiently, and deliver reliable service experiences. This connected approach enables organizations to manage field operations with greater clarity, control, and operational efficiency.



Structured Workflows

Manage service requests, work orders, and technician tasks in a clear, standardized process.



Real-Time Visibility

Track technician activities and job progress as they happen in the field.



Reliable Service Delivery

Enable faster response times and more dependable service experiences.

01

Challenge

Organizations managing field service operations often face operational inefficiencies caused by fragmented systems and manual coordination.

Service requests are captured through multiple channels, technician assignments are often managed manually, and supervisors have limited real-time visibility into field activities. As service volumes increase, these operational gaps slow response times, reduce productivity, and make it difficult to monitor service performance effectively.



Fragmented Service Management:

Service requests are captured through multiple channels, creating inconsistent tracking and coordination.



Manual Technician Scheduling:

Assigning work orders manually makes it difficult to manage technician availability and priorities efficiently.



Limited Field Visibility:

Supervisors lack real-time insight into technician progress and job status.



Disconnected Field Updates:

Customers often have limited visibility into service updates, technician assignments, or job completion.



Inefficient Expense Tracking:

Travel distances and field expenses are difficult to monitor without automated tracking.



02

Solution

1

Centralized Service Request & Work Order Management

DGlide FSM enables organizations to create, manage, and track service requests and work orders through a unified platform. All service activities are centrally recorded, ensuring complete visibility across the service lifecycle.

2

Technician Assignment & Real-Time Scheduling

Supervisors can assign work orders to technicians based on availability, expertise, and priority. Through the mobile application, technicians can view assigned tasks and update job status in real time.

3

Real-Time Field Execution & Job Tracking

Technicians can update job progress, capture service details, and access customer and asset information directly from the field. Supervisors gain instant visibility into job status including assigned, in-progress, on-hold, and completed.

4

Smart Route Tracking & Service Authentication

The system tracks technician travel routes and automatically calculates distance-based travel expenses, ensuring accurate and transparent expense management. Work order closure is secured through OTP verification from the customer, confirming service completion and authenticity.

03

Results

DGlide Field Service Management transforms service operations into a more structured and performance-driven process. By centralizing service requests, technician scheduling, and job tracking, organizations gain better operational control while reducing manual coordination.

Real-time dashboards provide clear insights into service performance, technician productivity, and turnaround times, enabling management teams to make faster and more informed decisions.

1

Faster Service Response:

Centralized request management and technician scheduling reduce response and resolution times.

2

Enhanced Customer Experience:

Automated notifications, OTP confirmation, and better communication improve transparency and trust.

3

Operational Visibility:

Dashboards and reports provide real-time insights into service performance and technician activity.