

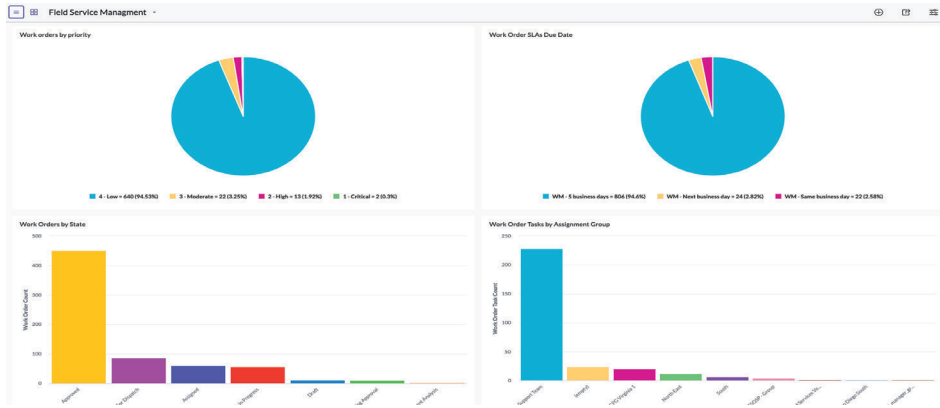
ENABLING NONPROFITS TO EMBRACE DIGITAL TRANSFORMATION

Nonprofit organizations operate with a noble cause to create a positive impact on health, society, and the environment by shifting organizational and shareholder focus away from purely commercial purposes. Nonprofits can gain competitive advantage by providing seamless digital experiences for employees and customers, and also by effectively managing enterprise assets. However, nonprofits are often challenged with limited resources, technical expertise, and budget constraints when it comes to deploying digital solutions.

With the ServiceNow low-code development platform, Exterprise has created quick start implementation programs specifically for nonprofits to streamline processes, improve service delivery, and enhance the overall experience for employees and communities served.

FSMnp SOLUTION

FSMnp is the ideal Field Service Management solution for nonprofits to manage field-based work efficiently and safely.



TIMELINE

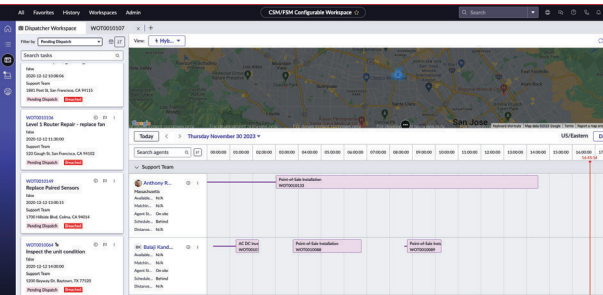
Six to Seven weeks of consulting, implementation, testing and go-live.

BUDGET

\$30,000 to \$35,000 with flexible payment terms. Exterprise will provide post go-live support for a period of two calendar months, for up to 20 hours a month. Nonprofit hourly rate: USD \$80.

NOTE: Integration with external applications, ServiceNow licenses purchased, migration of historical data and other customizations will affect the timeline and budget.

FSMnp EQUIPS FIELD WORKERS TO EFFECTIVELY PERFORM INSTALLATION, MAINTENANCE, INSPECTION, AND OTHER SERVICES.



FEATURES / FUNCTIONS

Dispatcher Workspace: Manage field service tasks and workers effectively in a modern, configurable interface.

Dynamic Schedule Optimization: Automate scheduling to increase productivity across your field resources.

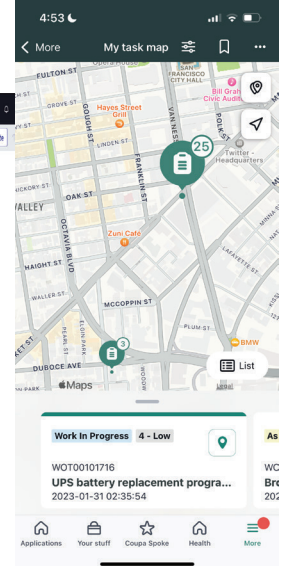
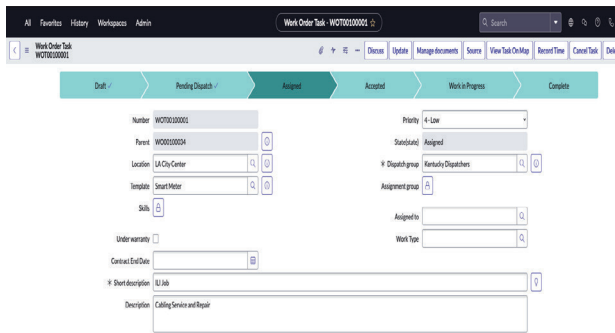
Inventory Management: Source and track field service parts and maintain the integrity of stock inventory so technicians have what they need.

Planned Maintenance: Schedule maintenance automatically based on time and usage to keep assets up and running while reducing downtime.

Performance Analytics (PA): Enable users to analyze trends with KPIs, metrics, and dashboards for field service. Up to 6 custom reports and dashboards will be configured.

Mobile Application: Allow agents to manage work orders, locations, and inventory on mobile devices from anywhere.

Predictive Intelligence (PI): Automatically categorize and route work orders to the right technicians while allowing AI and ML to provide answers and recommendations. Up to five PI solution definitions will be configured.



Workforce Optimization: Manage teams effectively with real-time visibility into agent scheduling and performance to optimize schedules and tasks.

Task Bundling: Consolidate multiple work order tasks into a single bundle for scheduling.

Training: Exterprise will conduct three, one-hour, virtual sessions (limited to 5 trainees) to train on frequently used features and agent ticket handling functions. Advanced configuration functions/scripting will not be part of the training. Additional training sessions can be purchased.