Level 10

Defining End-To-End Field Service

With rapid technological advancements and more options to choose from, the field service landscape is broader than ever. Almost any initiative that a retailer tackles—even non-traditional ones, such as big data, omni-channel, mobile, EMV, inventory visibility, and loyalty—eventually results in the deployment of a technology. As a result, the number of technologies being deployed and supported within the retail store ecosystem is on the rise. This leads to rapid deployments of newer, unknown and more complex technologies with few resources to properly execute them. In order to solve the ever-increasing challenges in the industry, Level 10 is aiding retailers in strategies that support their deployments in a timely and cost-effective manner. The company manages the different technologies and support needs all under a consolidated umbrella.

Headquartered in Hoffman Estates, IL, Level 10 offers a wide range of services to meet the needs of the retailers’ IT teams in the field service landscape, such as store openings, closings, remodels, technology deployments and general service calls. “Within the last few months, we have looked at scores of technology vendors in the field service ground and shortlisted the ones that are at the forefront of tackling challenges. In our selection, we look at vendor’s capability to fulfill business objectives in terms of volume, variety and complexity for several industries. We present you CIO Review’s 20 Most Promising Field Service Solution providers 2015.

Level 10, LLC

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20 Most Promising Field Service Solution Providers 2015

utomated by cloud, field service offers innovative methods through which field service organizations can enhance customer satisfaction, generate maximum revenue and improve the productivity of field personnel. Spread across various spheres, field service is liable to encompass unique challenges as well. At the forefront lies the requirement to manage the resources—locating field service personnel, managers and dispatchers for better coordinated functioning. Moreover, the accelerating cost of operations due to human errors adds to the difficulty of the managers in the environment. Overall, the industry is in demand of the ‘right solution’ to automate and streamline business processes and the simplest solution lies in leveraging the right technology at the right time. Field service organizations are standing at the edge of transformation with the dynamic technological advancements taking place. Drifts in technology such as IOT, advance analytics and smart phones have changed the very identity of these organizations from reactive to predictive. In this diverse ecosystem, companies are in search of a solution provider with the right expertise in the field service arena to help overcome the business challenges. In the last few months, we have looked at scores of technology vendors in the field service ground and shortlisted the ones that are at the forefront of tackling challenges. In our selection, we look at vendor’s capability to fulfill business objectives in terms of volume, variety and complexity for several industries.

We present you CIO Review’s 20 Most Promising Field Service Solution providers 2015.

Company: Level 10

Description:
Level 10 is one company, everything IT. The company creates solutions that allow for an easy and enjoyable work life.

Key Person:
John Pruban
CEO

Website:
www.level10.com

Level 10, LLC

The annual listing of 20 companies that are in the forefront of providing technology solutions to the Field Services industry and impacting the marketplace

Editor-in-Chief
Pradeep Shankar

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