

kairos³⁶⁵

F S M FIELD SERVICE MANAGEMENT

 by Netboss Comunicaciones

Kairos365FSM connects the field team to the customer and to the rest of the operational areas of the organization.





Our Differentiators

Kairos365FSM is a solution developed and implemented by process, telecommunications, and IT engineers to meet today's needs and adapt to the demands which lie ahead.

Kairos365FSM focuses on operational needs, a flexible solution allowing for quick and easy implementations and evolutions.

Kairos365FSM incorporates a wide range of features to orchestrate business processes and operations for any type of organization in any kind of industry.

~90%

of work orders scheduled
on the day of the sale

+40%

of work orders executed
the same day of the sale or
the next day

62%

of customers interact
with notification
messages

Kairos365FSM addresses the most important industry challenges.

SPEED UP THE ONBOARDING OF YOUR END CUSTOMERS

Kairos365FSM provides multiple tools to design and subsequently manage the delivery process of the service or product, so that the billing process with the customer can start as soon as possible.

IMPROVE YOUR CUSTOMER EXPERIENCE

By engaging the end user throughout the whole operation, offering them control, quality of service, agility, and a direct communication channel through which to obtain first-hand feedback.

OPTIMIZE PROCESSES AGAINST EXTERNAL DISRUPTIONS

Operations processes can be modified in real time with Kairos365FSM by transferring the strategy of your organization to the operations in the field to improve and cope with contingencies or changes in your business.

INCREASE YOUR QUALITY OF SERVICE

Kairos365FSM helps get things right the first time. This reduces the error rate in field interventions by standardizing operational processes through workflow design.

IMPROVE YOUR BUSINESS INTELLIGENCE

Data is everything! The data that Kairos365FSM collects is visualized in the most understandable and effective way. This allows its users to interpret data in the most relevant terms for them.

MANAGE THE COMPLEXITY OF THE TASK

Kairos365FSM sets the guidelines for the field operations so that even a non-expert technician knows what steps to follow at every moment to reach the best result with the least investment of time and effort.

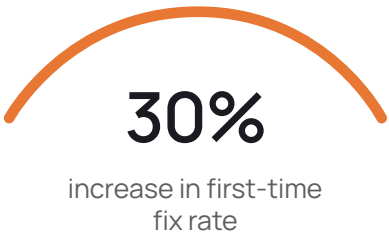
SAVE COSTS

Kairos365FSM contributes to reducing operating expenses by bringing greater efficiency to operations, reducing travel, material in facilities and the cost of field personnel.

Kairos365FSM has achieved results that keep our clients one step ahead in this dynamic digital world. Companies around the world rely on Kairos365FSM to run their field operations in areas such as manufacturing and distribution, asset management, as well as service-based operations.

Our experience and our continuously growing partner ecosystem have made Kairos365FSM a recognized leader and one of the most recommended suppliers in the European Telco industry; a highly demanding market where our customers need to meet their commitments with maximum operational efficiency.

Kairos365FSM: ideas, solutions and results that matter.



360° Optimization of your Field Operations

DEFINE

your corporate strategy.

CONFIGURE

your workflows in the field.

OPERATE

and monitor all activities in real time.

MEASURE

your data to increase your business intelligence.



Kairos365FSM optimizes the entire chain of your field operations. The system continuously improves thanks to its own intelligence therefore adapting to the reality of operations while providing the possibility to modify operational processes in real time.

Kairos365FSM covers the specific needs of the entire chain of operations and offers its users a comprehensive, flexible, and intelligent solution.

ENTERPRISE

Definition of operational processes through the workflow designer (BPM).

Forecasting and machine-learning (ML) based on historical data.

CONTRACTORS

Complex business rules (availability, routing...).

Monitoring and management of work orders in real time.

FIELD TECHNICIAN

Performance channeled through workflows.

Integration with external systems and devices.

Support from the back office.

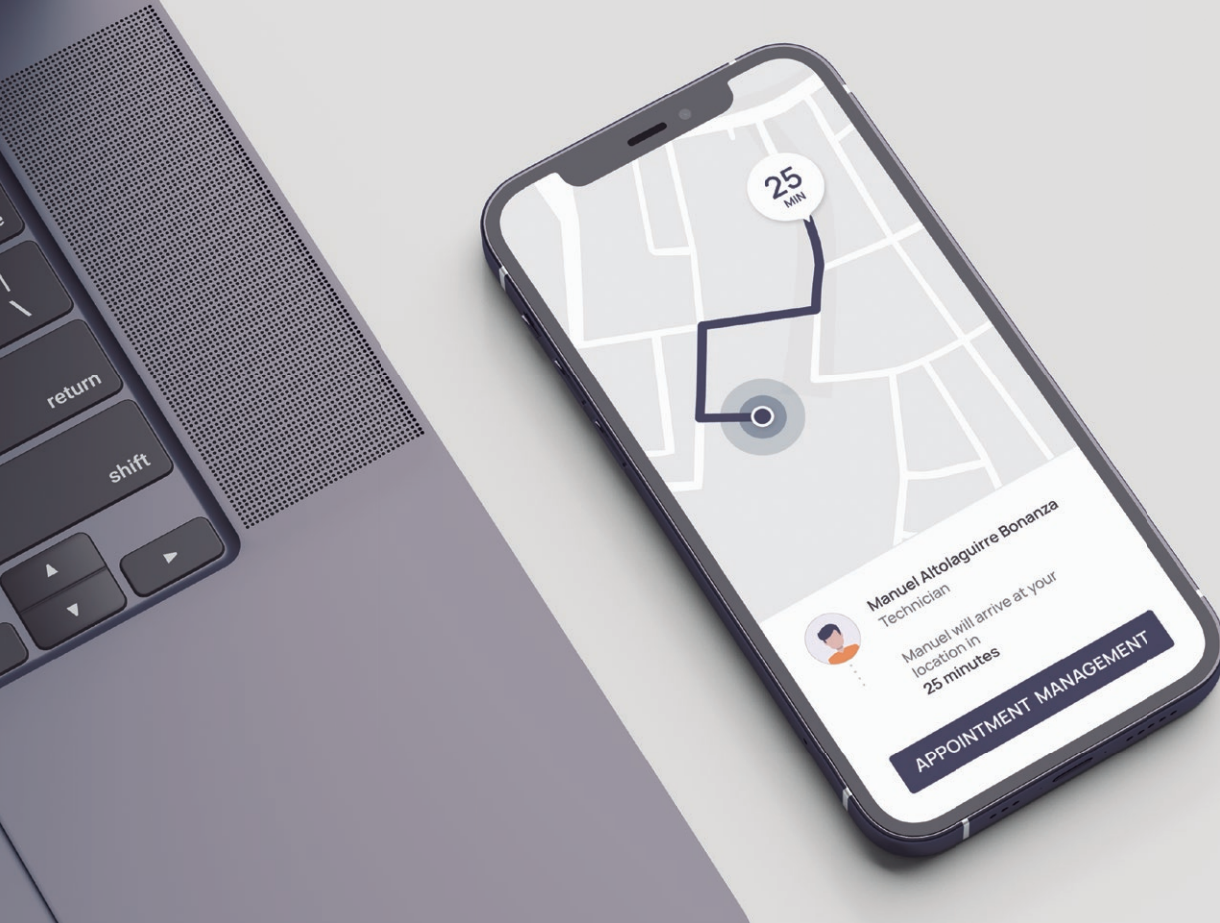
CUSTOMER

Independent Self-scheduling.

Notifications and Estimated Time of Arrival.

Digitalized documentation.





Our understanding of field service management is what differentiates us from other solutions.

Customer-centric: Through working with numerous clients and projects, we at Kairos365FSM have a profound understanding of their needs and preferences. Customer involvement is at the core of our processes throughout the entire life cycle of the service.


Kairos365FSM makes everything configurable so that the user, not the software, decides how to manage operations. In addition to not imposing anything on the user, it integrates with any system or solution regardless of the manufacturer.

The design of operational workflows provided by Kairos365FSM allows companies to transfer their knowledge and strategy to their field operations autonomously and immediately in order to execute them successfully.

Versatility and agility in the configuration and adaptation of Kairos365FSM allow drastically shortened implementation times.

Flexible licensing model: pay for the actual use which is aligned with your operations.



Request a demo 

More information about Kairos365FSM **here**.

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