

QubeGB Deploys ServiceMax to Drive Revenue and Grow Managed Services Model

Submitted by: Devonshire Marketing

Wednesday, 16 November 2016

Monthly Service Capacity Increases from 50,000 Jobs to 60,000, Adding Millions of Additional Annual Revenue, Increased Engineer Utilisation and Greater SLA Delivery

16 November 2016 – London, UK - ServiceMax, the leader in cloud-based field service management solutions, today announced that QubeGB, service provider of choice for field engineering and managed services to the telecoms and the ISP industries, has selected and deployed the ServiceMax field service management platform.

The productivity and efficiency gains of ServiceMax are expected to reduce each service job by 10 minutes, increasing the company's monthly service capacity by an additional 10,000 jobs per month, representing millions in additional potential revenue per annum and an ROI of less than a year. The cloud-based ServiceMax platform also supports the company's shift to an outcome-based Managed Services model, part of QubeGB's core business strategy for growth.

With 98% UK coverage, QubeGB provides field engineering and managed services to a range of customers, including most of the UK's major tier one carriers, such as BT, TalkTalk, Sky, EE, and Virgin Media, as well as smaller aggregators, such as the Post Office, housing associations, and electrical retailers – all serviced by QubeGB's team of 500 engineers across the UK. ServiceMax's apps mean the company's engineers now have secure access to customer information 24/7/365 on any device from anywhere, as well as insight into products, history, scheduled maintenance, Cases and Work Orders, and the ability to streamline customer interaction.

"We wanted to modernise our work order management system, which had become outdated and expensive to maintain," said Mussy Kurt-Elli, CEO of QubeGB. "We had more than 400 workflows to accommodate our different customers, which needed to be streamlined. As we are the face of the company for many of our clients and as a company, we're known for our engineers' soft skills training in servicing equipment, particularly with residential customers in their homes. The SLAs we deliver for clients are unique and very prescriptive. ServiceMax gives us better management information with dashboards, easier reporting, increases our engineer utilisation, and supports our shift to a recurring revenue model of managed services. The built-in intelligence also empowers our engineers to work better and smarter in the field, which has been extremely well received by both engineers and clients."

ServiceMax was deployed in June 2016 to 500 QubeGB engineers on iPads.

About ServiceMax

ServiceMax leads the massive global industry of field service management software -- an \$18 billion market worldwide. The company continues to reimagine and create solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector. ServiceMax goes to every length -- from joining technicians on service calls to publishing the industry's leading online publication -- to help customers discover untapped innovation, unleash new revenue streams, drive efficiency, and most

importantly delight their end-customer. To learn more, please visit www.servicemax.com

About QubeGB:

QubeGB's vision is to be the service provider of choice for field engineering and managed services to the telecoms and the ISP industries by bringing together best practices and technology with a fully trained and customer focused workforce. QubeGB's services cover both domestic and business customers from SMEs to Blue Chip organisations, and include offerings for emerging technologies such as Fibre to the Home and Smart Metering. QubeGB are committed to our clients and representing their brand as an extension of their business. Through innovation Qube GB' systems are engineered to the highest standards, and crucially don't lose sight of the human element and all staff are trained and equipped to the highest standard to ensure that the customer experience is second to none. Visit www.qubegb.com to find out more about QubeGB.

ServiceMax Media Contact:

Vanessa Land

Devonshire Marketing

+44 (0)7768 693 779

vanessa@devonshiremarketing.com

