



Dista

Intelligent field service, software built on Google, that powers your mobile workforce

Liveli, a leading Google product company in Australia, is the ANZ channel partner for *Dista* - a field service management platform powered by Google Maps. Elevate your field service management operations by using the world's most used, trusted and accurate mapping platform.

Dista helps unleash the full potential of your field operations by improving first-time fix rates, ensuring higher service efficiency and accurate expected times of arrival (ETAs), thereby saving costs and increasing customer delight.

► Features



Work order management



Intelligent scheduling & dispatch



Dynamic routing



Service operation set-up



Technician enablement



Real time collaboration



Attendance & monitoring



Preferred time slot selection



Feedback & payments



Customer engagement



Predictive analytics with AI / ML



Intuitive UX and integration

► Benefits



Optimize operations: Improved accountability, increased utilization and productivity



Delight customers: Improve retention with full transparency, ETAs and improved SLA compliance



Engage employees: Reduction in employee turnover, improved morale, and reduction in paperwork



Accelerate adoption: Lower onboarding costs, enhanced adoption and lesser technical disruptions

How it works: The Intelligent Field Service Journey

1 PLACE A SERVICE REQUEST

- Omni channel engagement via web, app, chat, voice etc.
- Preferred time slot selection



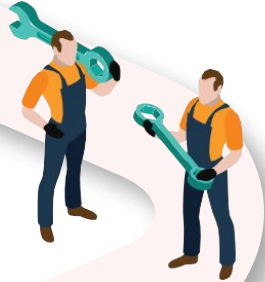
2 WORK ORDER ALLOCATION

- Service area set-up
- Work order management
- Intelligent scheduling & dispatch
- Variable workforce management



3 FIELD EXECUTION

- Paperless processes
- Route optimization
- Geo fencing & monitoring
- Attendance & expense
- Technician enablement - FAQs multichannel support, customer profiling



4 SERVICE OFFICE

- Reassign, reschedule and cancellation
- Live technician monitoring
- Proof of completion
- Inventory status
- Live alerts & dashboards



5 CUSTOMER DELIGHT

- Live tracking with ETA
- Payment processing
- Paperless service
- Rescheduling / cancellation
- Feedback & Offers



DECISIONING SYSTEM

- Hub/ office locations
- Inventory forecasting
- Territory cluster based on job density
- Live Job status
- Delays, rescheduling alerts
- SLAs, KPI and performance reports
- Workforce requirement forecasting



At Liveli we are passionate about helping businesses gain a competitive advantage by using the power of location intelligence. That is why we have partnered with Google Maps and Dista to provide you with the world's most accurate, feature-rich and easy-to-use field service platform. In bringing you the world's best, you can achieve elevated operational efficiencies, customer satisfaction and strategic advantage.



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Specialization:
Location-Based Services