



# HP WorkExpert FSM

Modern, streamlined field service management for improved jobsite workflow efficiency



## Today's field service challenges

Working with inaccurate or incomplete field data? Struggling with inconsistent audit trails? Unable to efficiently assist younger technicians remotely? You're not alone. These workflow challenges often plague field service teams, creating delays in fix times, repeat jobsite visits, and repeat data entry.



## We have the solution

Trust the accuracy, enhanced reporting, and analytics of HP WorkExpert FSM. Its cloud-based field service management web portal, mobile apps, visual collaboration, and measurement tool integration enable you to achieve higher first-time fix, lower time-to-fix rates, and a more accurate audit trail.<sup>1,2,3</sup>

## What is HP WorkExpert FSM?

Our unified field service management solution helps increase field efficiency, generate accurate audit trails, and facilitate more effective expert-to-technician collaboration.



# HP WorkExpert FSM

Enable your field service organization to achieve higher first-time fix and lower time-to-fix rates with the accuracy, improved reporting, and analytics of HP WorkExpert FSM which includes a cloud-based field service management web portal and mobile apps, visual collaboration, and integration with optional measurement tools.<sup>1,2,3</sup>



## Advanced, integrated workflow forms for your mobile employees

- Cloud-based field service management
- Simple forms creation
- Support for dynamic and complex forms
- Integrated measurement capture
- Conditional logic
- Integrated service execution and invoicing



## Seamlessly capture more jobsite data directly into forms

- Optional pre-integrated measurement tools
- Thermal imaging
- Photo measurement
- Environment and vibration measurement
- Automatic data transfer



## Intuitive, instant, expert-to-technician visual collaboration anywhere

- Launch directly from forms
- On-screen telestration tools
- Augmented reality
- Ability to freeze screen for hands-free instruction
- Quick one-click contact
- Three-party calling and external 3rd party calling

## Terms and conditions

For HP WorkExpert FSM terms and conditions, visit [register.hpworkflowsolutions.com/terms\\_and\\_conditions](https://register.hpworkflowsolutions.com/terms_and_conditions).

## HP WorkExpert FSM

Modern, streamlined field service management for jobsite workflow efficiency

Learn more at [hp.com/go/fieldservices](https://hp.com/go/fieldservices)

1. Compared to using paper and pen or a solution without forms, measuring capture, and instant help.  
2. Internet access required and sold separately. Web portal optimized for use with Chrome™ browser. Compatible with Edge, Firefox, Internet Explorer, and Safari® browsers.  
3. Measurement devices and mobile apps supported only on iOS 12 or later devices. Measurement tools are optional, sold separately. Seek CompactPRO Thermal Camera, Spike Laser Measurement, Mobilisk MaxWorkflow Module require separately purchased uniVERSE CASE.

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