

Data sheet

HP WorkExpert FSM

Field service management solution



Service benefits

- Increase efficiency in the field
- Generate more accurate audit trails
- Collaborate quickly among staff

Service highlights

- End-to-end, cloud-based field service management
- Customizable forms for fast, accurate data capture
- Support for optional measurement tools
- Intuitive, instant expert-to-technician visual collaboration
- Device and workflow analytics
- Offline use

Service overview

WorkExpert FSM enables your field service organization to achieve higher first-time-fix and lower time-to-fix rates with improved accuracy, reporting, and analytics.¹ It includes customizable mobile forms with cloud-based field service management, integrated optional measurement tools,² and visual collaboration for real-time expert assistance—all to enable streamlined, end-to-end service management, improving jobsite workflow efficiency for field service workers.^{3,4}

Features and specifications

WorkExpert FSM is a unified, modern field service management solution designed to help your service business assign tasks to field personnel, document onsite service execution, receive remote help if needed, accurately capture jobsite data and measurements, and evaluate workflow performance after repair.

Fully integrated management

WorkExpert FSM includes a suite of field service management tools that include customer management, user-friendly work order creation, scheduling, dispatch, execution, reporting, tracking, invoicing, and auditing.

Feature specifications (continued)

Management feature	Description
Web-based service management portal	Administer and manage your service execution online via a cloud-based web portal.
Customer management	Manage customer contacts and information from within the software.
Administration and service order creation	Easily create and administer service orders.
Scheduling and dispatching	Coordinate scheduling and dispatching service orders online.
Integrated service execution	Integrate service orders from creation to dispatching, scheduling, and execution.
Invoicing	Create customer invoices, track payments, and capture signatures from the mobile app.
GPS mapping	Launch map services from the mobile app to direct technicians to the worksite.
Time reporting	Manage and report time from the mobile app.
Online and offline use	Use the mobile app and forms with or without a network connection.
Native mobile client support	Run seamlessly on iOS devices with native support.
Data mapping to external systems	Connect to external management systems using application program interfaces (APIs).
Proactive analytics	Make smarter business decisions with powerful job and measurement analytics.

Advanced workflow forms

Improve data capture in the field with customizable forms for both simple and complex processes, with built-in visual collaboration tools and measurement support. Use predefined templates, customize them with your own fields, or create new forms using the integrated forms builder to support both standard and complex processes and business workflows. This enables seamless in-field data capture, reporting, and analytics, providing powerful insights into your business.

Forms feature	Description
Easy-to-use forms	Build new forms to meet your specific business requirements.
Dynamic and complex forms	Create simple and complex forms.
Rules engine	Automate the creation of new forms using predefined rules.
Conditional logic	Streamline forms by allowing previous input to inform later entries, making forms shorter and faster, even combining multiple forms into one.
Integrated measurements	Capture measurement data, including photos and videos, automatically from optional pre-integrated measurement tools.
Invoicing	Create customer invoices, record payments, and capture signatures from the mobile app.
Remote help	Launch HP Instant Help directly from forms.
Digital signatures	Support in-app digital signature capture.

Features and specifications (continued)

Integrated support for measurement tools

WorkExpert FSM supports a diverse portfolio of optional measurement tools for capturing accurate information in the field. Available tools include thermal imaging, photo measurement (length, area, and distance), environmental measurement (temperature, pressure, and humidity), and vibration measurement. Take on new workflows, expand as you grow, and add new measurement capture capabilities to your mobile forms.⁴

Supported optional measurement tools include:

- Seek Thermal Compact PRO
- Spike photo laser measurement
- Mobelisk MaxWorkFlow modules

Enhanced visual collaboration

Real-time video collaboration enhanced with augmented reality enables instant knowledge sharing between service experts and your technicians in the field, improving speed and quality of service. Additional tools including gestures, on-screen illustrations (or “telestrations”), and hands-free usage further enhance collaboration, allowing experts to assist technicians more efficiently. Help calls are recorded and saved for future reference and reuse in training.

Instant Help feature	Description
Telestration tools	Draw on the screen for enhanced communication and collaboration.
Thermal image sharing	Share live thermal images during remote help sessions.
Hands-free use	Freeze the screen for hands-free visual collaboration.
Quick, one-click contact	Just click a contact name to place a call.
Call recording	Record calls automatically for future reference or training.
Three-party calling	Add a third person to a remote help call for conferences in the field.
External third-party calling	Invite third parties (people without the app) to join a call.
Administrative dashboard	Manage collaboration functions using a web-based dashboard.
128-bit encryption	Secure your communications and protect business and customer data.
Real-time call information and analytics	Review call information and monitor call times and usage.

Delivery specifications

WorkExpert FSM integrates customizable, workflow-driven forms software, optional mobile-friendly measurement tools, and remote help capability using visual collaboration into a unified, cloud-based, end-to-end field service solution to improve jobsite productivity for field service. HP provides integrated-mobile-field-service and instant-help apps, including a web portal to help you manage, dispatch, and execute service delivery and track workflow efficiency using data collected from the HP WorkExpert FSM application. All software, tools, and support are offered as a service, along with mobile devices and device management when available.

Service components

- HP WorkExpert FSM mobile app and cloud-based web portal
- HP Instant Help technician-to-expert visual collaboration mobile app and cloud-based web portal
- Workflow and measurement device analytics
- Ongoing technical support



Delivery specifications (continued)

Ordering information

- You purchase WorkExpert FSM from an authorized reseller or service provider, along with any compatible devices, accessories, optional tools, or additional, optional services.
- Your service provider works with you to determine lease terms and payment options.
- Your service provider bundles the devices, accessories, or optional tools specified in the service agreement.
- HP contributes HP WorkExpert FSM and HP Instant Help software to the bundle.
- HP provides basic technical support and HP WorkExpert portal support as needed.

Service limitations

- Service is not currently offered with HP Device as a Service.
- Service is currently available only in the United States.
- Service may not be compatible with all mobile devices, accessories, or optional tools; check with your service provider or channel partner for compatibility.
- Support services are available during standard business hours, excluding HP holidays.

Terms and conditions

See register.hpworkflowsolutions.com/terms_and_conditions for complete terms and conditions.

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/fieldservices.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

1. Compared to using paper and pen or a solution without forms, measuring capture, and instant help.

2. Tools are optional and sold separately. Seek CompactPRO Thermal Camera, Spike Laser Measurement, and Mobelisk MaxWorkflow Module require separately purchased uniVERSE CASE.

3. Internet access required and sold separately. Web portal optimized for use with Chrome™ browser. Compatible with Edge, Firefox, Internet Explorer, and Safari® browsers.

4. Measurement devices and mobile apps supported only on iOS 12 or later devices. Measurement tools are optional and sold separately. Seek CompactPRO Thermal Camera, Spike Laser Measurement, and Mobelisk MaxWorkflow Module require separately purchased uniVERSE CASE.

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