



Improve First-Time Fix Rate

SmartField

powered by BanzAI™



Reduce Truck Rolls

Predict the need. Optimize the visit. Validate the outcome.

Field service gets expensive when dispatch becomes the default response. Manual triage, incomplete work-order context, and mismatched skills or parts drive unnecessary travel, repeat visits, and missed SLAs. You don't need more field capacity. You need better outcomes from every dispatch.

Intelligent field service orchestration

The right technician, equipped with the right skills, context and parts, at the right place and time—only when onsite support is truly required.

What SmartField Delivers

SmartField transforms onsite support from reactive, manually dispatched break/fix into predictive, AI-orchestrated field operations.

Powered by BanzAI™, Pomeroy's adaptive AI platform, SmartField combines ServiceNow Field Service Management (FSM) with endpoint and DEX telemetry to detect and diagnose issues. SmartField optimizes scheduling and dispatch, then validates that the expected service outcome was achieved—reducing avoidable truck rolls, improving first-time fix rates, and minimizing employee disruption.

Up to

40%

**fewer avoidable
truck rolls**

Resolve more issues remotely before a technician is dispatched.

Up to

95%

first-time fix rate

Resolve more issues on the first visit and reduce repeat dispatches

Up to

80%

**technician
utilization**

Keep more technician time focused on productive, billable work.

Up to

30%

lower cost-to-serve

Reduce delivery costs through smarter automation, dispatch, and resource utilization.

*Results may vary based on client data and environment"

Turn dispatch into service assurance

SmartField orchestrates onsite service to prevent unnecessary dispatches, optimize the response when onsite intervention is required, and validate the outcome after the work is completed.



How it works



Prevent

Before sending anyone onsite, SmartField intelligently triages the issue and initiates remote remediation where appropriate—avoiding unnecessary dispatches whenever possible.



Enrich

When onsite support is required, SmartField enriches the work order with the context needed to get it right the first time: asset, location, required skills, parts, SLA, and expected duration.



Optimize

SmartField dynamically optimizes scheduling based on territory, travel time, technician availability, workload, and service priorities.



Dispatch

SmartField identifies the best-fit technician and automates dispatch for eligible work, while retaining human control for exceptions.



Assure

After work is completed, SmartField validates the service outcome through evidence capture, AI-assisted verification, and customer confirmation.

Hands free, not hands off

SmartField is designed to balance AI-powered automation with human control. Using policy-based guardrails, it determines what AI can resolve or dispatch automatically, what requires approval, and what should remain fully human-led. Low-risk, high-confidence work can be resolved or dispatched automatically. Your team retains control over P1/P2 incidents, VIP requests, safety concerns, cost thresholds, major outages, regulated environments, and other policy-defined exceptions.

Ready to turn field service from dispatch management into outcome assurance?

Book a SmartField Discovery Session to identify where AI-powered field service orchestration can reduce avoidable dispatches, improve first-time fix rates, and lower your cost-to-serve.

[Book now](#)