

DATASHEET

Skills Manager for Field Service



Field service teams need to move fast, stay safe, and meet customer expectations. But when technician skills are tracked in spreadsheets, homegrown tools, or systems not built for technical work, it's hard to know who's truly qualified. That leads to missed assignments, repeat visits, and compliance risk.

Get Real-Time, Validated Frontline Skills Data

Kahuna is a purpose-built platform for managing skills and competencies across field service teams. It replaces manual tracking with validated, role-based skills data that shows exactly who's ready to perform which tasks across any location, customer site, or service line.

With Kahuna, teams get a clear view of technician readiness updated in real time and grounded in verified skills data. Leaders can quickly find and assign qualified workers, adjust to changing customer needs, and reduce reliance on contractors. Whether you're responding to urgent work orders or planning for seasonal demand, Kahuna helps ensure every job is done right the first time.

Kahuna						
Saved Searches		Direct Reports				
Status	Proficiency	Experience	Assignment			
				Amir Patel	Lella Horn	Tom Holt
				Harold Hines	Bobby O'Donnell	
Corporate HSEQ	100%	50%	100%	100%	50%	
Continuous Improvement and Compliance Monitoring						
Contractor Safety Management						
Regulatory Compliance						
Essential HSE	100%	0%	100%	100%	0%	
Environmental Waste Management						
PTW (Permit to Work) Auditing Authority						
Task Risk Analyst						
Core Technical	100%	50%	100%	100%	50%	
Basics of Facility Layout						
Leading Projects						
Quality Assurance						

Features

- ✓ Role-based assignment of skills, certifications, and compliance requirements for field technicians
- ✓ Real-time visibility into technician readiness to support accurate dispatch and job planning
- ✓ Mobile and offline access for tracking skills and assessments in remote or low-connectivity environments
- ✓ Integration with field ticketing systems to match service requests with technician skill and certification data
- ✓ Configurable assessment methods to validate job-critical skills and meet regulatory demands
- ✓ Personalized development plans to close gaps and accelerate time to competence
- ✓ Centralized platform to streamline training, reduce rework, and meet customer expectations

Benefits

- ✓ Ensure every job is staffed with a fully qualified technician to reduce rework and service delays
- ✓ Streamline dispatch decisions with real-time visibility into technician skills and readiness
- ✓ Simplify compliance by validating skills and certifications before technicians arrive onsite
- ✓ Shorten time-to-competence with personalized training plans tied to actual skill gaps
- ✓ Support remote teams with offline access to skills data and assessment tools
- ✓ Unify workforce data across roles, regions, and systems into one centralized view
- ✓ Improve customer satisfaction by consistently sending the right person for the job

Dispatch the right person, every time—with real-time, validated skills data that field service teams can trust.



>15% Reduction in Attrition

An industry-leading drilling and completions services provider reduced attrition by more than 15% through targeted pay-for-skills strategies.



42% Less Training

One of the largest global field service organizations in the world reduced classroom training by 42% for frontline workers.



70% Boost in SLA Compliance

A global digital commerce provider improved SLA performance by 70% by upskilling frontline workers and replacing contractor-filled gaps.



"Our focus for Kahuna is competency management, workforce planning, development plans, and talent management. Kahuna has a great solid foundation but flexible configuration to match different operational groups in our company. It's proven to be the best system to pull together everything from competencies, to learning, to experience capture and we have only just begun linking our HCM systems."

- Senior Manager Learning and Development, DN Tanks



"I have used several systems in the past, all of which have proven to be inflexible in the way we are required to assess competence. I have found Kahuna to be incredibly flexible in the way I can design and deliver Kahuna to the workforce. The integration to the HRIS and LMS system was seamless."

- Global Training and Competence Manager, Fugro



"This is my second deployment of Kahuna in two field service organizations over the past 7 years. The Kahuna skills management solution in and of itself is absolutely a game changer for any organization that has a need to closely track and monitor the development of their employee skills, certifications, licenses, or qualifications and align those to operational excellence."

- Executive Director of Learning and Resource Operations, NCR

Still using spreadsheets or outdated systems to track technician skills, training, and compliance? Struggling to see who's truly qualified for the job before dispatching to job sites? It's time to get clear, connected insight into your workforce. Take the next step by contacting Kahuna at info@kahunaworkforce.com or **1.844.438.4852** today.