



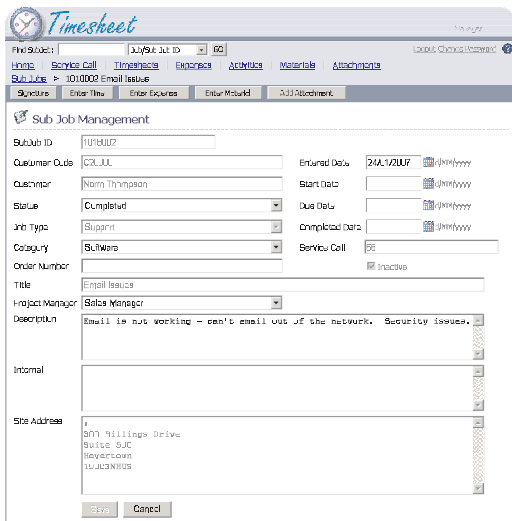
Field Service Pro

Increase efficiency and maximise profit and customer service on field service jobs.

Does your business need an end-to-end service management solution? Field Service Pro takes the intuitive time and expense capture features of Web Timesheet Entry and adds job and activity management functionality, delivering a powerful end-to-end field service management solution.

Job management

At a glance, field service staff can view all key details of a job, including customer and site details, fault description, items at fault and the scheduled time and date for repair – all while away from the office.



Job Management

Track inventory issues and swap-outs

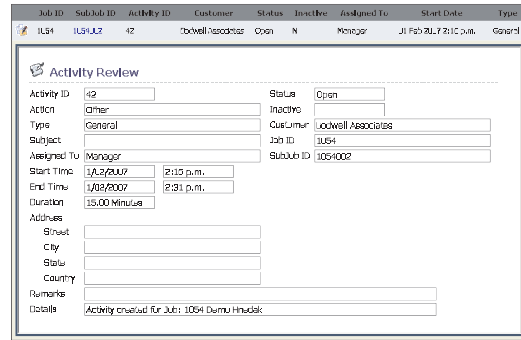
Parts can often be forgotten or misplaced during field service activities involving repairs, swap-outs or warranty replacements.

Field Service Pro manages inventory movements between your vehicle, or warehouse, and the customer's site. It goes on to record all parts received back for warranty and RMA processing.

Activity management

Activities can be easily created and assigned to field service

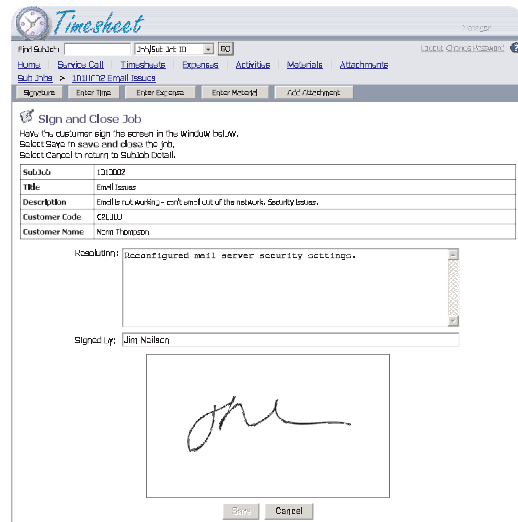
staff by users back at base. These activities are instantly available for action by staff waiting in the field.



Activity Review

Customer sign-off

After the service process is completed, the customer can review the job details with the technician and sign directly on a laptop, tablet or PDA, indicating satisfactory completion and, importantly, their acceptance of the job.



Customer Sign-Off

Better service

With Field Service Pro, your team can now have access to a fast, easy-to-use tool that mitigates the risk of errors in communication with the despatch team, enhances inventory tracking and maximises the profitability of your service department.