AFTER-SALES AND FIELD SERVICE MANAGEMENT

To increase the speed and quality of your field service operations, equip your field technicians with our mobile solution

Take your ERP system into the field to make your technicians more efficient and give them the tools and information they need to get the job done right.

// For field technicians

Your after-sales technicians, field repair personnel and on-site operators need to communicate with customers, but also with the ERP system, to perform diagnostics, order parts, write service reports, etc.

// Manage field service operations and service reports

Technicians can prepare for their service calls and plan out their route, review the information they need, such as the customer profile, the equipment pool, the contract, the construction manuals and more.

They can enter their time and the machine time, the costs, schedule resources for future repairs and write their service reports using fully customisable forms.

Directly connected to the CRM of Proginov ERP, field service management on mobile devices makes reporting easier and more reliable when entered at the site of the operation. They can add the client's signature as well as photos of the parts that need replacing.

Information flows easily between the field teams and office staff: entering time spent, preparing and deploying field service operations, dealing with urgent situations, dispute management, etc.

// Enhanced information exchange

Field service management on Proginov Tablet is a multiplatform and multi-device solution that operates in offline mode so as to continue working regardless of network coverage. A powerful replication engine sends data from the Proginov ERP system to mobile devices. This reduces response times and shortens the time between the operation and invoicing.

Proginov Tablet gives all field staff access to ERP data in strict compliance with security rules and user needs.

Mutli-device (PC, tablet, smartphone)

Multi-platform (Windows, Android, iOS)

Intuitive

Better customer care

Zero paper use

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The application makes mobile devices an extension of the ERP system for use wherever, whenever, in areas with no network service, basements, warehouses and other locations with weak or no Wi-Fi signal, etc.

Sales · **Production** · **WMS** · **Retail** · **Jobs** · **Mobility** · **HR** · **Web** · **CRM** · **Finance**

EAI
ETL
BI
Telephony
Workflow
Requester
EDM
Ebics
EDI

TOP FEATURES OF AFTER-SALES AND FIELD SERVICE MANAGEMENT

PREPARE SERVICE CALLS
- **List of service calls to be made with viewing of customer sheet**
- **Customer sheet**
  - Customer list, and search by name, customer code, city, keyword or telephone number
  - Create and modify customer sheets
  - Manage conflicts with the central database
  - Create memos
- **Equipment sheet**
  - Machinery pool
  - History of service operations
  - Access technical documents (installation instructions, handling instructions, technical description)
  - Access photos of the equipment

CARRY OUT SERVICE CALLS
- **Manage equipment pool**
- **Enter technician time**
- **Enter equipment time**
- **Manage costs for equipment and technicians**
- **Take pictures (for dispute management for example)**

REPORTING AND FOLLOW-UP
- **Write a service report**
- **Add a photo, a signature**
- **Print the service report**
- **Schedule a follow-up or inspection visit**
- **Access the ERP internal messaging system to communicate with the Back Office**
  - View messages received
  - Create messages and display the list of possible recipients
- **Connect to headquarters to send in the day's service reports signed by the customers, send dispute declarations, etc.**

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