

Field Service Anywhere

[BENEFITS]

Access critical information while working in the field

Technicians have real-time, at-a-glance insight into operations and resources when they're working in the field. Connect office and field staff while enhancing the flow of business and technical information via mobile devices—including Pocket PCs with phone capabilities. Technicians also can connect with Microsoft Dynamics GP via a wireless connection, or use a WI-FI network connection over the Internet.

Meet specific business requirements with flexible capabilities

Your specific configuration of your internal systems is extended into the remote field; integration with Microsoft Dynamics GP helps ensure consistent business processes and a seamless end-user experience.

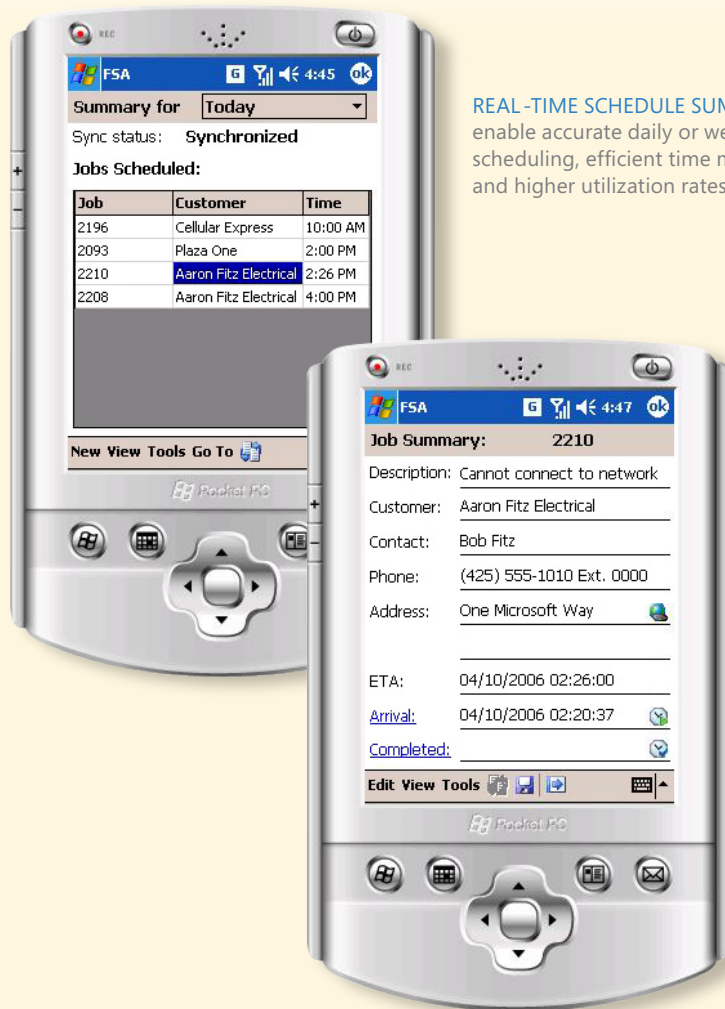
Speed and optimize scheduling and dispatch

Quickly understand service urgency and resource status, and easily match the best resources for each task to help reduce response times, lower costs, increase customer satisfaction, and boost profitability.

Streamline the work order life cycle

Enable rapid response to service calls and speed work order processes—including creation, assignment, dispatch, closure, and billing. Efficient integration and automated processes help eliminate manual tasks, redundant data entry, and unnecessary paperwork.

A robust mobile solution for field operations helps ensure your customers receive the service that builds their loyalty and your profitability. With Field Service Anywhere in Microsoft Dynamics™ GP, technicians can use mobile devices to log, receive, and follow service calls from remote locations, helping improve response times and first-time fix ratios. Full integration with Microsoft Dynamics GP and automatic synchronization of data help reduce paperwork, eliminate costly errors, and give your business a competitive edge for customer service.



REAL-TIME SCHEDULE SUMMARIES

enable accurate daily or weekly scheduling, efficient time management, and higher utilization rates.

THE FAMILIAR, EASY-TO-USE INTERFACE gives technicians real-time access to detailed job summary data from the field.

[FEATURES OVERVIEW]

Remote Service Call Capabilities

Technicians working in the field can log, receive, and follow service calls, as well as access critical customer data in real time.

Seamless Integration with Microsoft Dynamics GP

Connect with Microsoft Dynamics GP via any mobile device — including Pocket PCs with phone capabilities — that runs on Windows® Mobile 5.0.

Wireless Flexibility

Connect with Microsoft Dynamics GP via a wireless connection, or a WI-FI network connection over the Internet via VPN connection.

Real-Time Access to Mission-Critical Data

Field technicians have access to critical data, including customer names and addresses, Open Service Calls by Technician, Customer History, Installed Equipment and Serial numbers, Service Contract information, Inventory Items and Prices, and Truck Stock Inventory.

Runs in Online or Offline Mode

Field Service Anywhere can be run in online mode for real-time access to data, or in offline mode and synchronized later, depending upon your preferences or wireless signal limitations.

Scalability

Scale to over 1,000 remote users to accommodate changing service management needs.

Expense Capture

Online expense forms allow technicians to track and log expenses, helping reduce redundant data entry and paperwork and expedite accounting processes.

Signature Capture

Customers can sign off completed work orders electronically, helping reduce paperwork.

Online/Offline Auto Switch for Data Security

In the event of a drop-in wireless connection, Field Service Anywhere automatically switches to offline mode and stores data locally. When the wireless connection is restored, data automatically synchronizes with Microsoft Dynamics GP servers.

Accept, Reject or Reassign Work Orders from the Field

Easily assign work orders to a technician who may already be in a specific geographic area. That technician has the ability to accept, reject or reassign the work order based on availability.