

TechPortal for SME

Access and Update Orders from the Field

Techs can access their open orders

Log into TechPortal for SME from anywhere you have internet connection to review all of your open orders. Easily sort and search for orders.

Update orders

Update the order status, enter services performed, add material, add labor, add services, and even update the custom fields. Changes made in TechPortal will immediately be saved in SME back at the office.

Add Material, Labor, and Services

Your material and service items in SME are now available for your techs in the field. Your techs can add material to the order by selecting the item number, add labor time and add service items to order. These are saved directly to SME.

Collect Customer Signature

Technicians can collect customer signature on the spot. If using a laptop, customers will sign using the computer mouse. If using mobile phone, customers will sign using their finger on the touch screen. Signatures captured are saved in SME on the Work Requested tab.

Add new orders

Technicians can even create new orders in the field and this new work order will be saved in SME

Access Unassigned Orders

Technicians can view all open orders that haven't yet been assigned to a tech.

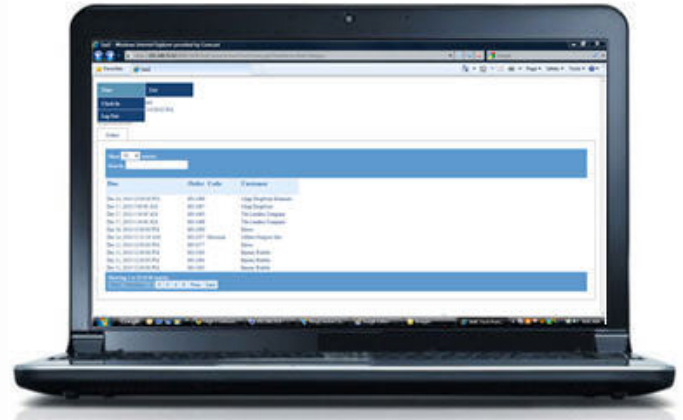
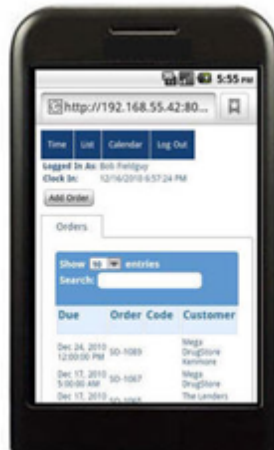
TechPortal for SME is a user friendly web-based application that provides your field technicians with the ability to access and update their work orders, capture signature, add new orders, and add material, labor and services to orders. Changes made to orders in TechPortal immediately update SME.

- Notifies field technicians in real time
- Enables field access to critical supporting job information
- Captures work performance details including customer location and contact, services requested, services performed, order status, SLA, time entries and material item details
- Identifies parts needed for the job or parts added to the job directly in the field
- Creates up-sell/cross-sell opportunities while on-site with customer
- Provides customer confirmation through digital signature capture
- Capitalize on current IT infrastructure with pain and risk free integration
- Eliminate double entry and future service errors

TechPortal for SME runs on the Windows Azure platform.

Learn More:

<http://high5software.com/sme-tech-portal>



Left: TechPortal for SME on Android phone

Above: TechPortal for SME on laptop

Compatible Browsers and Devices

Accessing from laptop or desktop:

Supported browsers include IE7, IE8, Firefox, Chrome, Safari.

Accessing from mobile device:

Supported mobile phones include iPhone, iPad, Android phones, BlackBerry Torch 9800, and tablets.

System Requirements

SME 7.1 or higher

SME WebServices with an external IP or URL

