



FieldConnect maximizes customer satisfaction and profit per field technician by managing real-time service call information to all service stakeholders: customers, technicians and dispatchers.

Our open, web-based solutions integrate seamlessly with Sage 300 and Microsoft Dynamics field service management software to deliver a superior field service mobilization solution.

With FieldConnect You Can Now...

Maximize field service profitability - Improve field technician profitability by eliminating paper and manual errors, automating route planning and vehicle/equipment tracking as well as empowering field technicians with up-sell and cross-sell capabilities. Improve customer satisfaction by providing online self-service status checking and service call self-initiation.

Specifically FieldConnect allows you to:

- Connect Technicians - You can no longer tolerate missed parts or lost paperwork. You need to accurately track billable time and parts accurately at the point of service.
Empower Customers - You need to provide customers real-time service call information, build loyalty and win new business. You need to reduce service delivery costs with real-time 24/7 self-service access to open and track detailed service call information.
Track Your Fleet - You need to track vehicles in real-time in order to get the closest available qualified technician to a critical customer call location increasing the accuracy of arrival time to meet customer commitments.

About Field Service Mobilization

FieldConnect enables companies to provide technicians with an intuitive, easy to use workflow-based interface that allows them to quickly find and report all information necessary to complete and bill field service requests.



Customers are presented with a unified view of all their field service requests along with real-time status and the ability to open new requests.

FieldDirect screenshot showing a table of service calls with columns for Call ID, Call Type, Date Entered, Date Promised, Time Promised, and Status. Includes navigation buttons like HOME and SELECT REPORT.



For more information about FieldConnect products: Call. 1.949.428.1540 Click. www.fieldconnect.com

FieldConnect has been a field service mobilization expert since 2002, improving field technician productivity by 27%, revenue by 13%, profitability by 17% and customer satisfaction by 19%.

Through a comprehensive set of features and functionality, FieldConnect addresses the needs of today's field service organizations, combining technician connection, customer empowerment and fleet tracking with ease of management and the lowest total cost of ownership in the industry.

- **A new standard for mobilization:** Real-time communication between all service stakeholders, customers, technicians and dispatchers sets a new standard for productivity, revenue and profitability expectations.
- **Delight your customer base:** Improving service response and adding value during a call will ensure retention and satisfaction.
- **Up-sell and cross-sell on service calls:** Having access to what is available and the cost involved is the first step to increasing the revenue for each field service call.
- **Expand territories:** More control over communications with your technicians and visibility to your fleet's status, you can begin to expand the breadth and depth of your service coverage.

The total solution can be installed and setup within a couple of hours and seamlessly interfaces with your Sage 300 or Microsoft Dynamics field service solution. The FieldConnect solution includes:

FieldAccess: Software to allow a technician to directly access and update information in the company's service management system

FieldDirect: Portal software that directly interfaces with your current service management database facilitating customer self-service for status tracking and opening service calls as well as a management dashboard of current field service status

FieldLocator: Software and associated GPS devices to bridge the gap between your fleet and your service management database

FieldDispatch: Web-based, drag and drop call center & dispatch software to get the right resource to your customer efficiently.

Eliminating paper and easing dispatcher duties – Real-time communications between all service stake-holders: customers, technicians and dispatchers

Enhancing customer satisfaction – More timely response combined with self-service equals happier customers

Regulatory compliance – Have complete information at your fingertips not only for audit purposes but in the event a customer wants to resolve an invoicing issue

Time to invoice – Typical 30+ day invoicing delays can be reduced to real-time emails or daily system runs

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