FieldConnect

| FieldAccess

FieldConnect's FieldAccess harnesses the power of mobility to create a real-time wireless link between field workers and office staff. FieldAccess eliminates the communication bottlenecks between all service stakeholders- dispatchers, technicians and customers- while delivering on the promise to delight customers and speed invoicing.

FieldAccess automates the "last mile" between your field service technicians and your existing Microsoft Dynamics or Sage 300 (formerly Timberline) accounting and service management database, with a simple and seamless implementation typically completed within a matter of hours.

Connect Your Technicians

In any field service environment there are several challenges to efficiently and effectively meet contractual obligations at a competitive price. Primary among them is the ability to eliminate errors and improve communications between the field technicians and the dispatcher.

- **Eliminate Paper:** Don't tolerate missed parts or lost paperwork. With FieldAccess you can accurately track billable time and parts at the point of service.

- **Ease Dispatcher Duties:** Don't leave your dispatchers to waste time playing telephone tag with your technicians. You can have real-time electronic communications of all service call requirements between your field technicians and the dispatcher.

- **Enhance Customer Satisfaction:** An unhappy customer is expensive and can even lead to loss of business. Ensuring prompt and complete response to service calls improves satisfaction ratings.

Mobilization Drives Profits

- **Increase Revenue:** No more missed parts or lost paper work. Billable time and parts are accurately captured at the point of service along with the ability to cross-sell and up-sell specific parts and services.

- **Improve Efficiency:** Eliminate double entry and error resolution by automating data capture at the point of service.

- **Improve Customer Satisfaction:** With real time up-to-date service call information, field technicians arrive on site fully prepared to fix the problem.

> "With FieldConnect, we have gone from billing on a weekly basis to invoicing hourly. Our techs can now access historical site information and pre-fill forms from the field, and our customers absolutely love having a completed work rder emailed to them instantly."
>
> Steve Harvey Service Manager, Soefkler Services & MSCA Board Member

FieldConnect
Service Platform

Field**Access** Mobile Technician

Field**Time** Payroll

Field**Dispatch** Dispatching

Field**Quotes** Quoting

Field**Direct** Customer Portal

Field**Locator** GPS Fleet Tracking

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FieldAccess Features

Service Call Entry: Easily open new service calls, add call notes, as well as add or modify customer and site information.

Service Call Management: At-a-glance access to assigned calls with flexible sorting across fields, real-time status, customer contract details and history, add or update notes, and capture customer signatures.

Parts Management: Fully integrated inventory, quantities on hand for truck or multiple locations, flexible parts lookup, inventory select from multiple locations with backorder creation.

Equipment Management: View and change assigned equipment, view equipment detail (warranty, serial number, etc.), flexible lookup by serial number or description, and ability to lookup history and equipment associated with sites. Add and view before and after photos.

Labor Management: Manual or auto calculation of labor charges, select work type, and free form notes, as well as flexible labor code lookups.

Connectivity: Via any Internet connection but can also operate offline.

Reporting: Create and print or email service reports from the field as well as customize reports for your requirements.

Implementation is a Snap

FieldAccess has a proprietary link to Microsoft Dynamics and Sage 300 Service Management software to facilitate fast and secure real-time communications between your field technician and the service management database. FieldAccess can be easily and seamlessly installed into an existing environment, connected and setup, typically in a matter of hours.

Broad Range of Device Support

FieldConnect is absolutely device-agnostic, so it can be accessed on a wide range of devices: Smartphones, tablets, laptops. Essentially, if the device can access the Internet, it can access FieldAccess.

Requirements and Dependencies

Microsoft Dynamics GP version 8.0 or later, Microsoft Dynamics SL version 7.0 or later; Microsoft Dynamics AX 2012; Microsoft Dynamics NAV 2013; Sage 300 Construction & Real Estate, Sage 300 Trade Specialty; IIS, and .NET Framework 4.0

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