Flexibility

FieldConnect :·

Connecting Your Mobile Workforce

FieldConnect boosts revenue and maximizes customer satisfaction by managing real-time service call information to all service stakeholders: customers, technicians, and dispatchers.

Our web-based solutions integrate seamlessly with Microsoft Dynamics (AX, GP, NAV, & SL), Sage 300 Construction & Real Estate or Trade Specialty (formerly Sage Timberline), and Viewpoint Construction Software's Viewpoint V6 field service management software to deliver a superior workforce mobility solution.

Through a comprehensive set of features and functionalities, FieldConnect addresses the needs of today's field service organizations, combining streamlined end-to-end communcation with ease of management and the lowest total cost of ownership in the industry.

A New Standard for Mobilization

Real-time communciation between the field, dispatch, management, and the back office sets a new standard for productivity, revenue, and profitability expectations.

- **Empower and delight your customer base** with self-service call creation portals. Improved service response will ensure customer satisfaction and retention.

- **Upsell 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. Close business before your competitors can submit a bid.

- **Expand territories:** With more control over communications with your technicians and visibility into your fleet's status, you can begin to expand the reach of your service coverage area.

- **Rethink time-to-invoice:** Typical 30+ day invoicing delays can be reduced to real-time emails or daily systems runs.

The total solution can be installed and set up within a couple of hours and seamlessly interfaces with your existing ERP solution.

About Workforce Mobility

FieldConnect enables companies to provide their 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.

With FieldConnect you can now fully mobilize your workforce, freeing your employees, managers, and customers from the constraints of the traditional four-walled office.

- Technicians check their schedule for the day while sitting at the breakfast table and with GPS routing, easily and efficiently find their way to their first job.
- Dispatchers assign, schedule, and plan from the corner coffee shop.
- Customers easily schedule service online and check call status from their phone or tablet.
- Managers get anywhere, anytime access to the reports and information that are vital to running your business.

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

For more information on FieldConnect solutions:
Call. 949.428.1540 Click. www.fieldconnect.com

"We challenged FieldConnect to implement our mobile solution in a very short period of time, and they exceeded that challenge. In the time we've been using FieldConnect we have a happier service staff, 100% accurate service tickets, and very impressed customers."
- Ruben Garcia, Diagnostic Imaging Supplies & Service

"Prior to FieldConnect we were using manual timecards. An average of an hour a day per technician was being added to time-cards by rounding. This was for 32 techs. Then we had five manag-ers spending 1-2 hours per week reconciling timecards and work order numbers. With all of this extra time eliminated, this adds up to a total savings of $4400 per week!"
- Chat Goben, KDC Construction

The Business Imperative: Mobility, Flexibility, Freedom

FieldAccess

Remote technician electronic work order software. Eliminates communication bottlenecks by wirelessly linking field techs with dispatch, customers, and the back office.

FieldDirect

Customer self-service call creation and call status portal. Eliminates customer calls to dispatch. Displays historical work site notes, pictures, and reports. Leverage FieldDirect to renew all your contracts.

FieldDispatch

Eliminates bottleneck at the dispatch point. Allows dispatchers to get the right technician to the correct place, identify resources as they become available, and minimize time techs spend waiting for work.

FieldTime

Completely electronic timecards deliver completely accountable payroll. Eliminates rounding of hours, paper timecards, and manual data entry efforts.

FieldQuotes

Links field workers with rate sheets, inven-tory lists, and contract pricing for instant quoting. Close business from the field before your competitors have a chance to bid.

FieldLocator

See all technicians and work sites on a map for fast routing. Report discrepancies between tech and job site location for accountability and more accurate payroll.

Silver
Microsoft Partner

sage
Authorized Partner

VIEWPOINT
CONSTRUCTION SOFTWARE®

Development Partner

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