

FREQUENTLY ASKED QUESTIONS ABOUT FIELD SERVICE MOBILIZATION SOLUTIONS

QUESTION	FIELD CONNECT RESPONSE
Can my technicians view equipment history, or add equipment to a work order?	Yes, a technician can view all of the equipment that is attached to a particular location, attach a piece of equipment to a particular work order, and view the history of that equipment.
What type of documents can I send from and get from the field?	Most any kind, but the most common are pictures, voice recordings, drawings, spreadsheets, .pdf's and Word files.
How long has the company been in business?	FieldConnect had been making software for field service mobilization, under the same ownership since 2002.
Can I capture a signature electronically in the field?	Yes. Talk with FieldConnect to learn which signature capture devices are supported and work best.
Can I email a service report from the field?	Yes.
What devices does it support?	Any netbook, laptop computer, tablet PC, phone, blackberry, iPhone, or PDA that can access the internet can be used.
Can I use more than one device (both a phone and and computer)?	Yes, it is common that a technician may use his phone (blackberry, iPhone, PDA, cell phone, etc.) to time stamp the start of travel time, his arrival at a job, his starting of a job (because the phone is right with him and quick to use) and later use his computer (netbook, tablet PC, laptop) to view forms and documents, add parts and labor to the work order, etc.
Does this help me with payroll processing?	Yes, most companies eliminate the stack of timecards that need to be entered each week and electronically time stamp their technicians work, which is imported into payroll.
What are the areas that I should consider when calculating the benefits of this software?	<p>In calculating return on investment, the 5 primary areas that most companies find improvements include:</p> <ol style="list-style-type: none"> 1. <u>Technician efficiency</u> - more jobs with the same number or technicians of less technicians to do the same work. 2. <u>Back office efficiency</u> - the administrative burden of transcribing large stacks of work orders and time cards goes away. 3. <u>Cash flow improvement</u> - jobs are typically billed within one day of the service work being completed. It's also much easier to get paid with timely billing. 4. <u>Improved inventory management</u> - inventory reconciliation and amount of inventory carried on vehicles becomes manageable. 5. <u>Lost and forgotten charges</u> - all items and labor are billed to customer, nothing is forgotten. 6. <u>Improved Upsell</u> - revenue is increased with better upsell management.

To view a demo or for more information, call CPA Technology at (610) 862-1998.

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