

Optimizing Field Service

For those field service organizations desiring to be best in class **Concord Tech** has developed the FAST™ Software Suite. Simply stated, it provides a mobile extension for users of Sage Timberline Office Service Management. Evolving technology, including affordable mobile devices and vastly improved wireless services, has made the FAST Software Suite a practical solution for most field service organizations today.

In your company's quest for excellence, the FAST Software Suite will enable timely collaboration among all service stakeholders by making essential work order data and work order status available real-time. This will help synchronize the four key components of any field service organization: people, parts, process and data by eliminating your dependency on paper intensive processes.

Companies that deploy FAST can expect to:

- Improve cash flow by significantly reducing time to invoice.
- Increase field technician productivity by providing work order data on a real-time basis.
- Increase back office productivity by eliminating paperwork, phone calls and manual entry of work order details.
- Improve overall profitability of service operations by reducing costs and increasing productivity.
- Increase customer satisfaction and customer retention.
- Improve your company's ability to compete and acquire new customers.



The FAST™ Software Suite

FAST is a software suite comprised of two core components: Control and Mobile. Combined, these applications provide a real-time, mobile extension for users of Sage Timberline Office Service Management. Voice, an optional component, allows your field technicians to make VoiceNote™ entries by verbally recording work order details. In comparison with traditional methods of entering notes, this vastly reduces the time and effort to capture the information your back office needs to document service transactions.

Control is a server based application with a desktop user interface. Its scope provides four key functions: integration with Service Management, service productivity tools, management reporting and overall system administration. Typical users of Control include dispatchers, customer service representatives, service managers and system administrators.

Key benefits provided by Control include:

- Bidirectional integration with Service Management eliminates paper intensive workflows between the shop and the field. Integration from the field to the Dispatch Board makes it possible to monitor work order status and to be better equipped to handle customer service inquiries. Furthermore, integration makes it possible to bill completed work orders immediately.
- System administration tools enable your company to control the work order detail your field technicians can view on their mobile device without investing in software modifications. This includes the ability to specify which fields are read only or editable.

- A central work order repository with VoiceNote entries and customer signatures indexed by work order number and field technician makes it easy to review transaction details.
- Productivity tools and management reports help to streamline key service workflows and enforce best practices. For example: make standard tasks and to do's mandatory prior to completing a work order, create standard notes to streamline field reporting, and configure email alerts to help you manage field activity and requests in a timely manner.
- Turn Service Management Standard Tasks into SmartList™ assemblies so field technicians can rapidly enter commonly used parts.

Mobile is an application designed to operate on various mobile devices. Its functional scope enables a wireless, real-time exchange of work order details between the field and office, thereby eliminating time consuming phone calls and costly, paper intensive workflows. Typical users of Mobile are field technicians.

Key benefits provided by Mobile include:

- Real-time, wireless synchronization with the home office keeps everyone up-to-date on the status of each work order. Mobile stores new transaction data if wireless services are temporarily not available and when wireless services are restored it updates Control.
- After logging in, a work order summary lets field technicians quickly see their assignments including expected start time, customer and city.
- The status of each work order is always visible so your field technicians know exactly where they are in the overall process of completing a particular work order.
- Field technicians have access to as much work order detail as you want to provide including history and optional VoiceNotes.
- Access to parts is critical to completing many service requests and Mobile gives your field technicians visibility into truck stock and other inventory when necessary. In fact, they can issue a parts request right in Mobile.

- Leverage SmartLists built in Control to rapidly enter parts in Mobile. Easily edit the assembly of parts at time of entry if you need to eliminate parts or change the standard quantity.
- Streamline the entry of parts and time by using the Save and Copy feature to reduce keystrokes.
- Capture customer and field technician signatures when completing work orders to document acceptance.

Voice is an exciting, time saving option that allows field technicians using Mobile to record important work order details called VoiceNotes. Recording work order details instead of keying or writing the same will save your technicians countless hours. Furthermore, other users can review VoiceNotes in both Control and Mobile as necessary for billing purposes, dispute resolution, location history, etc.

Voice will help many service organizations increase service productivity by using technology to reduce the time it takes to document work.



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