

**FieldConnect's FieldAccess provides an intuitive, easy to use workflow-based interface that allows field technicians to quickly find and report all information necessary to complete and bill field service requests.**

FieldAccess is a secure, scalable web-based solution for field technicians requiring access to your existing Microsoft Dynamics or Sage Timberline field service database.

### **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.

FieldAccess automates the "last mile" between your field service technicians and your corporate service management database.

#### **Specifically FieldAccess allows you to:**

- ❖ **Eliminate Paper:** 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.
- ❖ **Ease Dispatcher Duties:** You can no longer afford dispatchers playing telephone tag with your technicians. You need to have real-time 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 Profit**



FieldAccess is a field service mobilization solution that delivers a new level of value for today's competitive field service challenges.

#### **FieldAccess can deliver immediate value to any field service organization:**

- ❖ **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.

## Implementation is a Snap

FieldAccess can be easily installed into an existing environment, connected and setup, typically in a matter of hours, to existing Timberline or Microsoft Dynamics SL or GP service management solutions. It operates as a Web Service and allows real-time communications with your services database.



## Seamless Integration to Service Management

FieldAccess has a proprietary link to Sage Timberline and Microsoft Dynamics SL and GP Service Management software to facilitate fast and secure real-time communications between your field technician and the service management database.

## Broad Range of Device Support

FieldConnect has the broadest range of supported devices (PDA, iPhone, laptop, tablet PC, Blackberry or desktop computer) in the industry. In general, as long as the device supports a web browser, FieldAccess will support that device. Refer to the website for specific model numbers.

## 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 hotline 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, support for I and R line tracking and initiation and tracking of RMAs

**Equipment Management:** View and change assigned equipment, view equipment detail (warranty, serial number,...), flexible lookup by serial number or description and ability to lookup history and equipment associates with sites

**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 operate with or without an internet connection

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

## Requirements and Dependencies

Sage Timberline version 9.4 or later; Microsoft Dynamics GP version 8.0 or later, Microsoft Dynamics SL version 7.0 or later; ASP .NET, IIS 6.0, and .NET Framework 2.0 SP1

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**FieldConnect**  
Maximizing Field Service Profitability

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