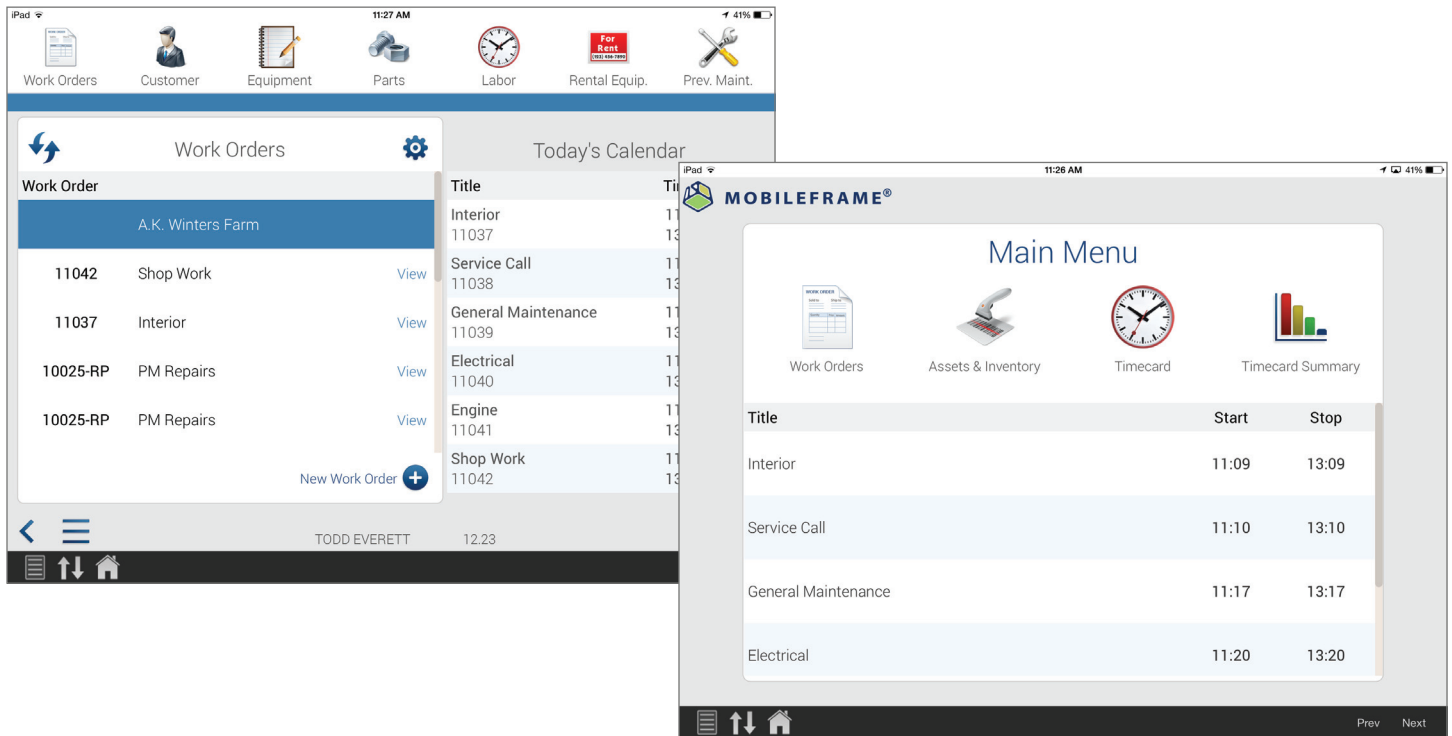**MOBILEFRAME®**

MobileFrame Field Service Solution

Field service software for your entire organization

Optimize your entire field service chain – from dispatch & work order prioritizing to parts used & labor costs. MobileFrame delivers information to your field techs when they need it most, on-site with the customer. Our software automates their service calls so your techs can focus on customer satisfaction instead of paperwork.

MobileFrame allows dispatchers to create, assign & update work order based on any business rules your company requires. Once work orders are assigned, they're instantly deployed directly to technicians' mobile devices. Your dispatchers can use GPS tracking to find the technician nearest to the customer's site for any service call, and assign work orders based on skill sets, inventory on-hand, status, and history. Our solution maximizes efficiency and improves customer service levels.

Integrates seamlessly for maximum ROI

MobileFrame's Field Service solution easily integrates to your existing backend systems (ERP, WMS, CRM, etc.) so you get the most out of your investments. While the software works great on its own, it also integrates seamlessly with our other solutions such as asset management, inventory tracking, timekeeping & more…

MOBILEFRAME®

Increase customer satisfaction

Our integrated Customer Web Portal allows customers to enter and track service requests online instead of calling your office, freeing up your staff and increasing their productivity. Customers can request service, view work order status, review service history for each piece of equipment, and receive automatic notifications, and much more.
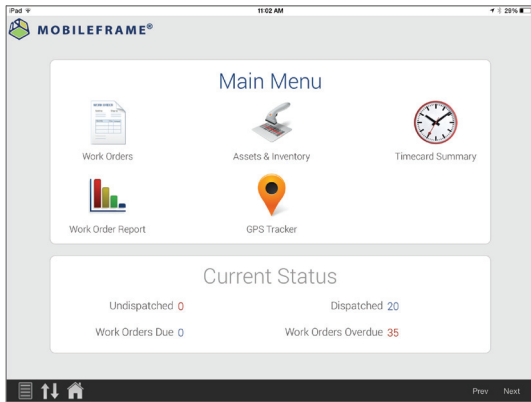
Enhance dispatch efficiency

Our solution provides office staff with the tools they need so they can make informed decisions in a fraction of the time, whether it's a routine call or an emergency situation. Dispatchers can create, assign, and update work orders based on territory, availability, proximity, skill set, parts on-hand, etc. GPS tracking of techs allows dispatchers to view their location in real-time (along with customers, warehouses, etc.) to dispatcher the nearest tech.

Empower your technicians

Let them spend more time serving customers by eliminating paperwork, phone calls, and wasted trips to the back office.

- √ Automated work orders track travel & service time, equipment details & history, parts & labor, inventory levels, and corrective actions

- √ Document preventative maintenance & corrective actions including photos, notes, and signatures relating to the problems encountered

- √ Electronic timecards to track regular, premium, and overtime

- √ Techs (and dispatchers) can easily track parts on-hand, review inventory levels of nearby vehicles, and document purchases made in the field

- √ Service reports, invoices, receipts, and timecards are automatically generated so techs can focus on providing service rather than paperwork
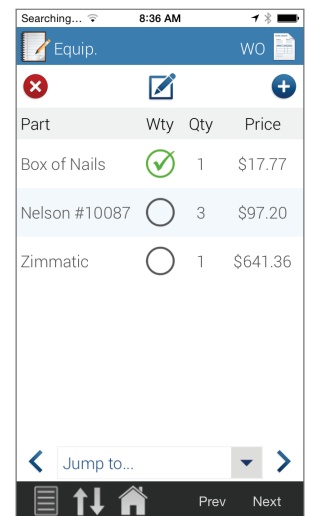
Improve management insight

Our fully-integrated management portal allows your management team to access critical information anytime, anywhere, so they can address issues before they become problems.

- √ Track customer accounts & automatically invoice.
- √ View Staff location, status and capacity in real-time
- √ Seamlessly integrate to your ERP/CRM/WMS systems
- √ Automate timecards, rates and payroll calculations
- √ Generate reports based on real-time data

Additional features of MobileFrame Field Service
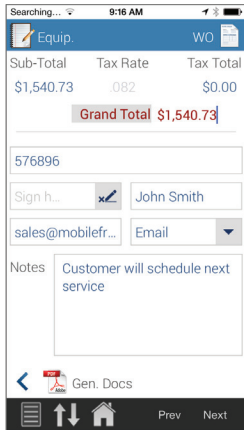
Instant invoicing & improved record keeping

Our field service software tracks every detail of the services performed including parts, labor, travel time, mileage, rental equipment, PM results, warranties, GPS locations, time-stamps, and electronic signatures.

When service is complete, the software automatically generates invoices, service & PM reports, receipts, and timecards increasing staff efficiency and reducing the time it takes to receive payment.

Improve preventative maintenance

With our field service software, businesses can easily define the necessary preventative maintenance steps required for each piece of equipment. When a technician performs PM, the system provides visual cues and color-coding to guide them through the process, ensuring thorough completion before a work order is finalized.

If any issues are found during the preventative maintenance inspection, the tech can select an appropriate resolution or generate a new work order for that issue on the spot. PM is tracked and stored for each piece of equipment, so you'll have accurate service records.
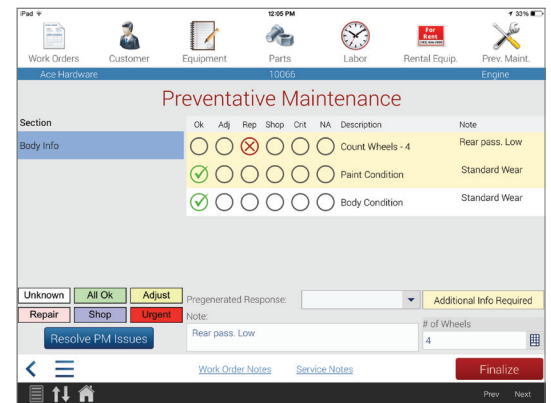
Track technician inventory accurately

Assign work orders based on the parts required and the technicians who have them on-hand. As a technician uses parts, the inventory is decremented and the charge is added to the customer's invoice automatically. This helps avoid return trips for lack of parts and ensures that customers are accurately charged for all parts used.
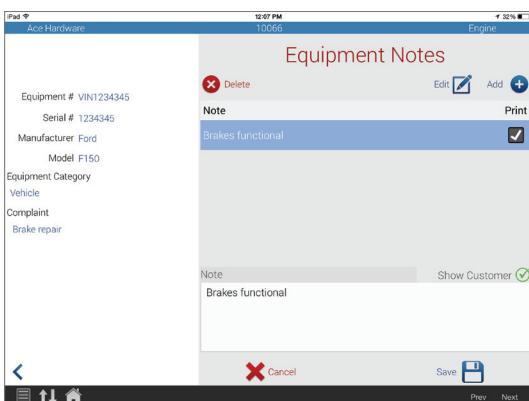
## Keep detailed equipment history

Provide detailed and accurate equipment history including maintenance records, prior breakdowns & repairs, parts & labor used, any notes relating to the equipment, and much more...

Better labor & timekeeping

Our field service software tracks both labor and travel time, automatically generating timecards for each technician. As services are performed, the type of labor and labor hours are added to the customer's invoice to ensure accurate billing. You can also track technician mileage to ensure technicians are being dispatched optimally, minimize fleet costs, and automatically bill customers (if desired).

Track rental equipment

If your service organization deals with rental equipment, it is important to track what was used and for how long – then ensure that customers are billed accordingly. Our field service software tracks all rental equipment use and automatically adds the necessary line items and charges to the invoice.
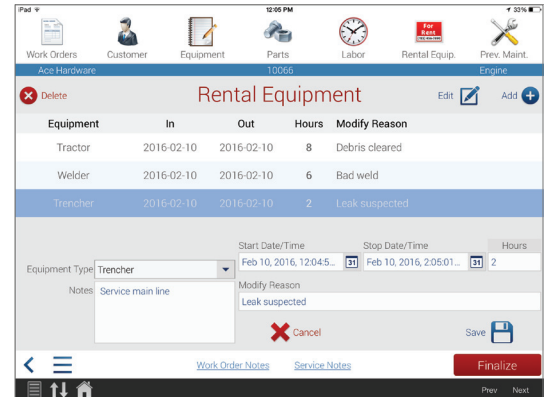
Works on any device... even offline

MobileFrame's Field Service software supports any mix of devices ranging from smartphones (iPhone, Android, etc.) to ruggedized handhelds to laptops & tablets (iPads, Android tablets, Microsoft Surface, etc.). Our field service software operates in both connected and disconnected (offline) modes, allowing your techs to finish their work even when they lose network connectivity.