

Eservice

the ultimate tool for field service teams



Are you struggling to manage your field service team?

Managing field service companies can be – to put in bluntly – difficult! Lost or incorrect paperwork, location and communicating with workers, optimising response times, improving customer service and managing payroll are just a few of the problems you face each and every day. And the worst part is... these problems hit where it hurts most...Your bottom line!

There is a better way...

EService is specially designed to help you manage your field service work by reducing the management hassle and eliminating paperwork errors.



Benefits:

- n Dramatic improvement in worker productivity
- n Improved ca\$h flow due to more timely invoicing
- n Huge reductions in admin, data entry and costly paperwork errors
- n Increase customer service through improved response times and better access to job/customer information
- n Enhanced costing and inventory control through accurate recording of parts and labour (hours)
- n Improved management decision-making through real-time, accurate information
- n Real-time access to field workers location through GPS tracking
- n Easy to use and affordable – typical returns in under 3 months
- n GPS Tracking (Location Movement, Speed, Idle Times; over 14 reports via the website)

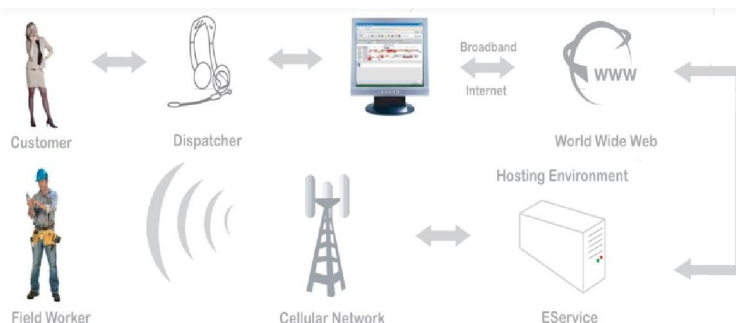
timecard LBS is ideal for companies that have a mobile workforce such as:

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|-------------------------------------|-----------------|---------------------|
| n Plumbing, heat & air-conditioning | n Electricians | n Appliance repairs |
| n Equipment maintenance | n Glass repairs | n Locksmiths |
| n Vending machine service | n Alarm service | n Lawyers |

How it works:

Customer job requests are in your office and entered directly into EService via the internet. These work requests are held in the EService database and can be allocated to the most appropriate mobile worker.

The dispatched job is transmitter over a wireless network and arrives as a new job on the workers wireless PDA/Phone/Tablet. From here it is simple matter for the worker to use the wireless device to log job status and details as they occur, including parts and labour for billing and inventory control. You have total visibility of the job as it progresses and a complete record of your interaction with your customer.



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