

JobOps Field Service & Dispatch

Improved Services

JobOps Field Service & Dispatch helps you schedule, cost and track services in detail, giving you current job information.

Graphical Scheduling

Respond quicker with faster access to equipment maintenance history and then utilize the JobOps Field Service graphical scheduling feature for timely service.

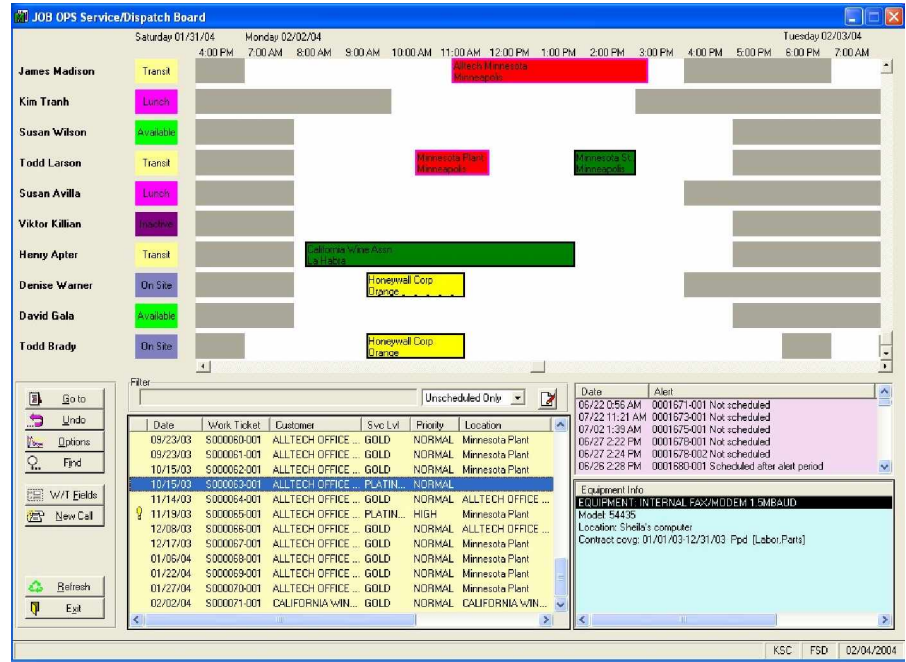
Dashboard View

JobOps dashboard approach lets you have everything in full view from generating service tickets to contract status and history and parts availability and the scheduling of technicians to repair the problem,

Outlook Integration

Integration with Microsoft Outlook sends service ticket information by email to the technician with full details of the call as well as notifies customer that a technician is on the way.

JobOps is a suite of Job Management modules for Sage MAS 90 and Sage MAS 200 ERP. JobOps is suited for small and mid-sized companies (\$7-50 million), in the manufacturing, installation and service/field repair areas.



The JobOps Field Service & Dispatch dashboard lets you visualize all aspects of field service including generating work tickets, access to customer information, warranty status, service contract information, and what technicians are available, as well as what parts they have available on their truck.

JobOps Field Service & Dispatch is an optional module for the JobOps Management System giving users additional flexibility in delivering field service, repair and warranty services as well as track costs and revenue of these services in detail. In addition, JobOps keeps a complete history of past services including full serial numbers and lot tracking information on all components.

JobOps Field Service & Dispatch helps you by automating the service delivery and tracking process. For example, preventive maintenance service tickets are automatically generated by required service dates to ensure that customers receive contracted services on-time. In addition, after those services are completed, service billing is invoiced quickly detailing all the unique details of the call. Customer contracts may cover parts and labor, fixed billing or time and materials while allowing for overrides to standard coverage for services beyond the contract.

Take advantage of this Field Service & Dispatch aid to track your costs against the revenue of your service contracts as it relates to the total job profitability. You'll quickly see the return on your investment in JobOps and your Sage MAS 90 and 200 systems.

For companies that offer repair, maintenance and warranty services, the JobOps Field Service and Dispatch module was designed to help you track the costs and revenue of your services in more detail.

- **Service Contracts**

The Field Service & Dispatch module addresses contract coverage, billing methods, warranty coverage established globally and individually by equipment covered.

- **Preventative Maintenance**

Service tickets are automatically generated according to the preventative maintenance schedule. Multiple schedules are possible for equipment or contracted service. PM's may be based on time or meter readings.

- **Service Ticket Dashboard**

Using the dashboard, users can click on the "New Call" button to quickly generate service requests. Add new customers on the fly. Drag 'n drop scheduling assigns the service person.

- **Service Style Billing and Invoicing**

A dashboard approach to billing allows for easy recording of time and materials as well as other expenses. Overrides allow for easy billing of service provided that is beyond the scope of the contracted coverage.

- **Outlook Integration**

Once assigned to the service person or technician, details of the service call are posted to the technician's Outlook Calendar.

- **E-mail Notification**

E-mail messages may be sent to the customer, technician, sales person or a group of people to notify them that the technician or service person has been assigned to the call and is on their way.

- **Full Services History**

Full history of past service calls and warranty information of all parts including serialized items is available. If you also sold and/or produced the equipment being serviced, full details of the original build is also available including all labor and material transactions.

- **Available Repair Parts**

Suggested repair parts alert the dispatcher of what materials are typically required. The dispatcher will also have visibility as to which service trucks currently have those parts available.

- **Technician Calendars**

Available hours for each service person are clearly marked in the schedule board. Dispatchers can readily update the status of technicians who report back that they are in transit, running late, out to lunch or not currently available.



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