



Field Service Mobility (FSM)



Field Service Mobility (FSM) brings the power of field service with smart scheduling and resource management to mobile devices.

FSM delivers the capabilities that your people in the field need to provide customers with best possible service on virtually any mobile devices. You'll have the features you need, from dispatching and routing to completing work orders, managing invoices, and even upselling and cross selling. The solution offers seamless user experience through robust online/offline capabilities and allow technicians location tracking.

FSM is a highly configurable solution that can be tailored to support your specific business processes. The application displays as much or as little

information to mobile technicians as you like, whether they are full-time or third party resources. Create or edit forms with an easy-to-use WYSIWYG editor.

FLEXIBILITY AND RELIABILITY ARE CRITICAL TO EFFICIENT FIELD SERVICE.

FSM is accessible on any device, with no download required. Support a bring-your-own-device (BYOD) strategy and reduce costly and time-consuming device management efforts. With full offline availability, mobile technicians can continue to work even in areas with poor reception. All data is stored in the browser cache.

Key Features



Browser-based mobile application, accessible on any device



Ability to provide and capture all work details



Intuitive, configurable user interface, including WSIWYG form editor



Real-time access to work orders, and collaboration tools



Allow supervisors to respond to changes throughout the day



Ability to support both Corrective or Preventive Maintenance work nature



Integration to customer ERP/CRM via web services

Key Benefits



Increase field worker productivity by providing the right information for each job



Reduce costs by completing more jobs in a shorter time period



Unleash productivity with a BYOD strategy



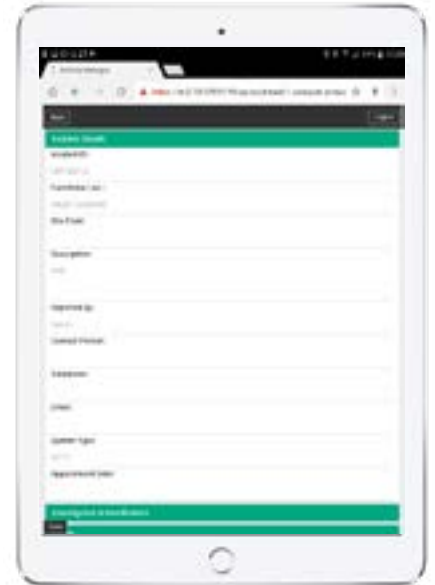
Extend visibility over field teams beyond the back office



Streamline communications between colleagues and with the back office



Support in-house and contractor employees with the same application.



When mobile technicians indicate that a job is started or completed via their mobile device, the system uses that data to continue learning how each individual does work. When unexpected events occur, technicians can make adjustments to the time needed to complete an appointment, and dispatchers are alerted in real time.

WITH FSM, FIELD RESOURCE MANAGER, SUPERVISORS AND RESOURCES CAN MANAGE FIELD TEAMS RIGHT FROM THEIR MOBILE DEVICES. Managers can respond to issues before any appointments become jeopardized or risk missing a critical SLA. Managers are also empowered to act when field teams are already performing efficiently, and assign unscheduled work to resources with availability. FSM provides a consolidated view of an entire team's work week, the ability to adjust resource shifts or schedules, full access to team calendars, contact information, work skills and other critical information. These permissions-based features can be configured to suit any field service organization's requirements.

CONTACT US

For more information about FSM, do contact us at sales@truvisor.io