

Product Features

- ✓ Browser based applications supporting the latest versions of all common browsers.
- ✓ Multi-portal access - Operations, Contractor and Field Technician accessibility.
- ✓ Customisable job templates, including job attribute fields, job attachments and products and services data.
- ✓ Complex job template structures support sub-jobs where each sub-job may be allocated to different contractors.
- ✓ Auto allocation of jobs based on defined rule sets.
- ✓ Job data capture of signatures, photos, plans, attachments, audio notes from desktop, tablet and mobile users.
- ✓ Empower technicians to enter information in the field, reducing administrative time, omissions and errors.
- ✓ Job product pricing supports retail and cost pricing, capturing both costs and margins at an individual level.
- ✓ Managed job process workflows, providing easy visibility of job status as jobs progress through the life cycle.
- ✓ Job exception management - customisable job thresholds and metrics, to trigger notifications and escalations.
- ✓ Graphical job dashboards provide a unified view of job data in real time, with filterable views to drill down to jobs by priority, contractor, technician and customer.
- ✓ Key job performance information is displayed on each job, providing a graphical view of job status and job progress against defined job metrics.
- ✓ Comprehensive interfacing capabilities to communicate and exchange data with third-party systems.
- ✓ Drag and drop scheduling functionality, to manage job assignment to field technicians - allows both schedulers and contractors to manage job appointments with updates automatically displayed against jobs.
- ✓ Customisable user roles can be defined to manage and control user functionality and data visibility.
- ✓ Graphical user interface - easy to use, navigate and view consolidated real-time job data and KPI performance from a single pane of glass/single dashboard.

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