

Product Information / Enterprise Mobility

Mobile Field Service

The Challenge: First-class customer service with smart mobile solutions

For most companies an on-site service, i.e. repair, installation, implementation and service, is an integral part of their offer. Any useful improvement of these "on-site" services means increasing customer satisfaction and generating new revenues with higher efficiency at lower costs.

All of this is possible only if the company has effective means for staff planning, material management, documentation and work scheduling.

The Solution: mobileWFM - the fast, efficient and user-friendly field service management

S&T offers an extensive and proven software suite for back office staff and on-site work, contributing to the efficient improvement of on-site customer service. It is based on the S&T service2go mobile Enterprise application platform. This solution supports, among many other things, the following functions:

- Creating service tickets
- Work scheduling
- Remote access to data sheets, technical manuals, product descriptions, etc.
- Documentation of work orders according to specifications
- Embedding in existing IT infrastructures (no "stand-alone solution")

Desktop Client (Back office staff planning)

When the field service staff has to carry out tasks efficiently, they must be in the right place at the right time and preferably have all necessary tools and materials at hand. However, managing the actions, material provision, time quota and staff can become a complex matter, when unexpected events require quick re-arranging. All involved parties have to be updated as soon as possible, especially under changed conditions - customer satisfaction can be provided only in this way.

S&T's desktop client software suite mobileWFM allows time and material planning and also offers extensive reporting functions. With this solution the service staff has always an overview of pending maintenance and repair orders, and is able to react very quickly to new enquiries.



BENEFITS

With the mobileWFM (Workforce-management) Software-Suite you can:

- Increase efficiency and quality
- Increase customer satisfaction
- Reduce paper consumption
- Reduce the administrative workload
- Optimise maintenance costs
- Optimise planning and scheduling
- Extend the lifetime of maintained objects, devices and machines
- Carry out repairs faster
- Optimise personal and material consumption

„The S&T service2go - Mobile Enterprise Application Platform (MEAP) is a development environment that provides tools and middleware for the development, software deployment, management and operation of mobile applications. The S&T service2go also enables an easy and efficient data synchronisation between systems, such as ERP, CRM and mobile terminal devices.“

Harald H. Egerth, Amit CTO

The features include, amongst other things, the following:

- A simple and well-structured user interface
- An updated order information display
- Resource planning with a user-friendly drag and drop function
- Reporting and analysis
- Field service engineers' workload
- Master data management
- File and document sharing

Mobile client (mobile workflow)

MobileFieldMFV provides your customer service workers' mobile devices with all of the functionalities necessary for on-site action. Everything is available on demand, as needed, from confirming a repair order, creating work protocols and reports to invoices. The mobile device interface is exactly adjusted exactly to the usual workflows and offers permanent access to important data as well as increased flexibility.

The customer service worker begins his daily work directly at the first place of action, because he can retrieve all relevant information about the order beforehand on his mobile device. This saves costs and time, while allowing the back office to schedule the next action without directly consulting the customer service worker.

MobileWFM offers, among others, the following:

- Receipt, confirmation or rejection of orders "on the go"
- Push functionality
- A clearly structured overview of customer service orders
- Records on starting, postponing, stopping or completing orders
- Reports on time and material requirement, order details, completed jobs, etc.
- On-site printing of reports, delivery notes, receipts, etc.
- Support for automatic position detection (via GPS)
- Integration of navigation systems
- Creating evidence photos
- Safe data processing on mobile devices, servers and during transfer
- Availability for different device platforms
- Integration in existing IT environments (SAP, Microsoft Dynamics AX, NAV, CRM, Infor, etc.)



About S&T AG

The publicly quoted company S&T AG (Security Code Number: A0X9EJ ISIN: AT0000A0E9W5) as a system house and manufacturer of IT systems is one of the leading IT solution providers in Central and Eastern Europe, with around 1,600 employees, branch offices in 19 Central and Eastern European countries and an extensive portfolio of proprietary technologies.

As a well-known solution supplier, S&T AG's core business includes amongst other things the development, implementation and operation of customer-specific solutions as well as outsourcing, integration and consultation within the IT field. In addition, as a well-known IT manufacturer, S&T scores points with a broad portfolio of proprietary products, which range from PC and server hardware and mobile solutions to hardware and software based special systems, such as highly professional security appliances.

Well-known customers in most diverse branches trust S&T's IT-solutions and professional services, respectively, in the fields of hardware and software, or consulting, integration and outsourcing. The strong regional presence of S&T AG enables an almost region-wide and cross-national service delivery for customers and partners with international orientation in Central and Eastern Europe.

Contact

S&T AG, Industriezeile 35, 4021 Linz,
Austria, +43 732 7664 0, info@snt.at

Amit GmbH, Industriezeile 35, 4021 Linz,
+43 732 941 670, office@amit.at