

SybizVision

Service Manager Mobile

THE IDEAL SOLUTION FOR SERVICE RELATED BUSINESSES

Sybiz VSM Mobile enables organisations operating Sybiz Vision Service Manager to send job information to PDA-equipped technicians and track the progress of jobs through information entered into PDAs in the field. Data is transferred in real-time over the internet through a standard PDA device.

Sybiz VSM Mobile enables your service workforce to wirelessly receive, complete and sign off service requests without having to print a single piece of paper.



SYBIZ VSM MOBILE BENEFITS INCLUDE:

Save on Mobile Costs

There is no need to make expensive calls to your mobile workforce. Just assign the task to Sybiz VSM and it will be automatically sent to the assigned technician at a fraction of the cost of a mobile call.



Reduce Paperwork

With a more efficient mobile job dispatch and completion system, more tasks can be performed by each worker every working day. What would one extra job per day per worker be worth to your business?

Improve Cash Flow

How long does it take to get paperwork from your workforce into your accounting system? When a job has been completed, how long does it take to send an invoice? A week to a month? With Sybiz VSM Mobile you can invoice and receive a payment from a customer minutes after the completion of a job. With the ability to email invoices directly from the Sybiz VSM system, clients with internet access can receive confirmation that the work has been completed.

Reduce Errors

How often has a task been incorrectly processed due to an operator error or because someone's handwriting is hard to read? With Sybiz VSM, task information only needs to be entered once by a mobile technician. This includes parts, labour and all the information needed to complete a task. The amount of data entry required by office staff can be reduced by up to 90%, saving time and increasing productivity.

Save on Petrol and Vehicle Expenses

Keep track of your workforce and dispatch them to their next task. With Sybiz VSM Mobile there is no need to return to the head office to finalise paperwork, reducing travel costs.

Improve Customer Service

When your customers call, can you tell them the current status of their job? When the technician is due to arrive? Whether the technician has started or finished? With Sybiz VSM Mobile a job or task can be tracked from the scheduled start time to the actual start and finish time. All this information, and more, is available in real-time to the dispatcher.

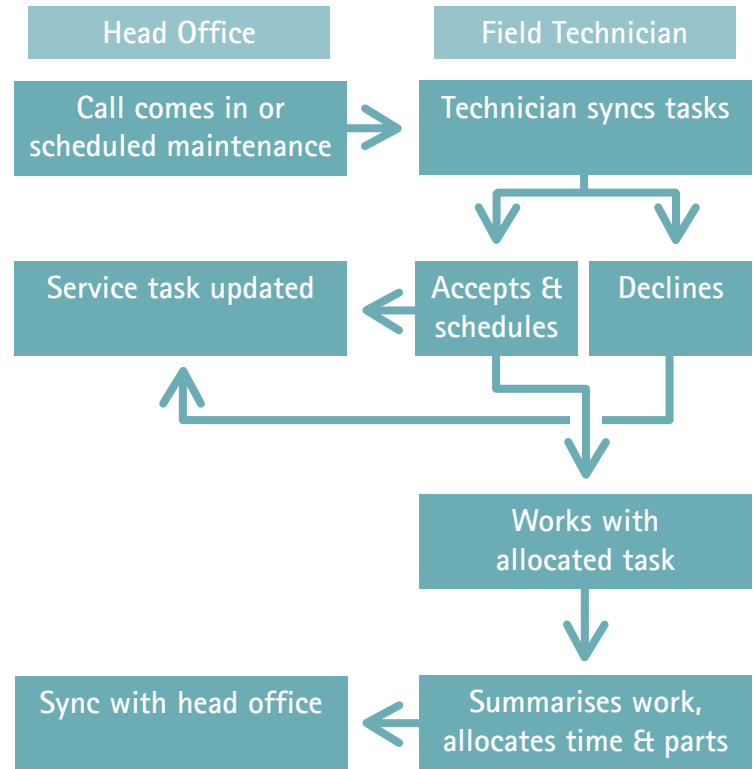
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The Sybiz VSM Mobile solution can:

- receive new tasks assigned to technicians and provide:
 - customer details, names, addresses, phone numbers
 - task details, scheduled arrival time
 - task service item details
 - info on service level agreements, contracts and warranties
- download current staff lists, rate tables and the entire Inventory table
- accept or decline an assigned task
- reschedule a task
- allocate a service item to a task or correct an allocated task
- download previous service histories for the allocated service item
- allocate parts and labour to the task
- use the comments feature to add commonly used phrases to the work completion notes, saving time and reducing errors
- identify the task as completed or in a waiting state such as 'Waiting on Parts'



System Requirements

The minimum requirements to run Sybiz VSM Mobile are:

Server

- Recommended: Intel PIV 2.0 GB + CPU or equiv, 256-512 MB RAM, 1 GB hard drive space, 10/100 Network, full time internet connection with fixed IP address (note that these requirements are over and above those required by applications on your server)

PDA Server (if not run from the server)

- high end PIII CPU, 256-512 MB RAM, 1 GB hard drive space (a standard desktop PC is adequate)

PDA device (see your phone company for the latest models)

- Microsoft Pocket PC 2002 or higher OS, Microsoft .Net Compact Framework SP2, Intel Xscale 400 MHz processor or equivalent, 64-128 MB RAM, GPRS/CDMA, Bluetooth capable

Contact Details

Sybiz is a developer and supplier of business software including accounting and payroll software for medium-sized businesses in Australia and internationally. With more than 30 years of industry expertise and continual innovation, Sybiz creates and designs software for globally orientated businesses.

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