SERVICE PRO

Field Service and Repair Center Software

Mobile Field Service | Scheduling | Service Management

SERVICE PRO

Field Service Management Software

Service Pro® Benefits

- Invoice work more quickly
- Increase service workforce utilization
- Streamline cumbersome processes
- Grow without adding overhead
- Provide better customer service
- Increase contract renewal rate
- Improve first time fix rate

Service Pro® Capabilities

- Scheduling
- Work Order Management
- Service Contracts
- Asset Management
- RMA Administration and Repair Center
- Mobile Field Service
- Inspections
- Service Portals

Optimize field service and repair operations with integrated, proven Service Pro® software

Service Pro® is a comprehensive mobile, service management and scheduling system that helps organizations improve enterprise-wide field service management and increase mobile field workforce efficiency.

Complete with powerful mobile field service and inspection applications for iPad, iPhone, Android or Windows, Service Pro® automates field to office communication in the areas of service portals, dispatching, scheduling, labor time, parts/inventory, assets, warranties, maintenance contracts, tasks, inspections, photo & signature capture, service history and more.

A fully integrated system for the field and the office, Service Pro® also eliminates the need to perform costly and time-consuming data entry, import / export routines and data reconciliations.

Whether your service organization is managing 25 or 2,500 field technicians, Service Pro® is available on-premise or hosted and provides rapid return on investment.

Why Service Pro®?

Each service organization is unique, but with more than 20 years of development experience, the answers to most field service management challenges are built right into Service Pro software.

- Service Pro has extraordinary service management functionality
- Service Pro Mobile for your field technicians runs on many kinds of devices
- Service Pro is easy to acquire and implement
- Provides great value and rapid return on investment
- Service Pro can be integrated with your ERP or accounting system

Service Pro Mobile®

Improve Customer Satisfaction, Increase Field Service Technician Utilization and Boost Enterprise Service Efficiency with Proven, Cross-Platform Service Pro® Mobile Field Service Software.

Your customers have higher expectations. Help your field service technicians exceed them. Field service organizations that empower their service technicians with real time customer, asset, inventory, warranty and other call resolution information consistently outperform their peers because their technicians can complete their work more quickly, and at a higher first time response success rate.

Software Power Tool for Your Service Technicians

Our easy to use, easy to deploy mobile field service software empowers your field service techs with immediate information to get the job done right, on the first call.

BENEFITS	FEATURES
• Accelerate Service to Cash Cycle	• Technician Status and Labor Time
• Efficiently Take and Dispatch Service Calls	• Mobile Asset Management
• Proactively Monitor Service Performance	• Warranty and Contract Visibility
• Seamlessly Communicate with Mobile Service Technicians	• Spare Parts / Inventory Tracking
• Automate Repetitive Tasks	• Task Management
• Provide Faster Response	• Service History
• Improve Service Levels	• Photo and Signature
	• Inspections
	• Segments

Service Pro® Visual Scheduler

Schedule the right worker for the assignment with more speed, accuracy, and less manual effort with Visual Field Service Scheduling Software from MSI Data.
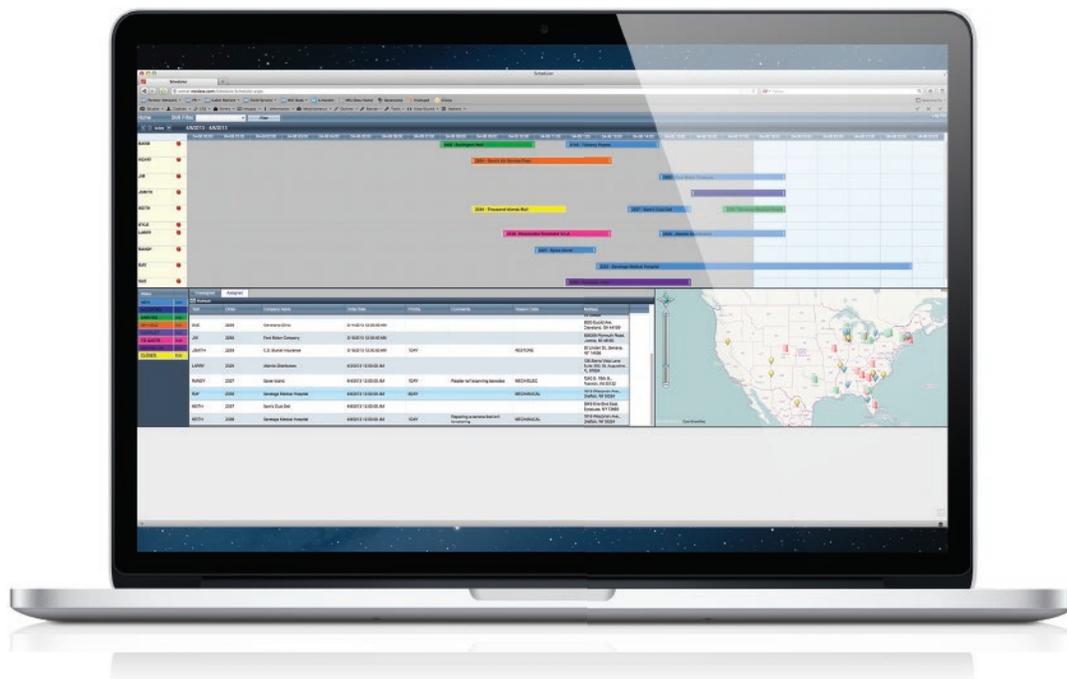
Each organization with a large field workforce faces a tremendous ongoing challenge; navigating complex combinations of workforce variables to determine job assignments. Whether you're scheduling field service technicians, inspectors, emergency reponse workers or a combination thereof, advanced field service scheduling software from MSI Data can dramatically improve your scheduling efficiency.

Software Power Tool for Your Field Service Schedulers

Our easy to use, easy to deploy visual field service scheduling software provides schedule and dispatch personnel with an all-in-one view of the criteria they need to make rapid, accurate scheduling decisions.

- Automated Communication with Technician Devices
- Quick and Simple Drag and Drop Assignments
- Single View of Service Technicians' Work Status
- Visual Proximity of Technicians to Customer Sites
- Auto Sort by Required Technician Skill Set
- Customize Visual Scheduler to Your Business
- Deploy Hosted or On-Premise

Service Pro® Work Order Management

With decades of service management software experience on staff and customers in over a dozen vertical markets, we have built extraordinarily deep service functionality into Service Pro®. We invite you to learn more and put our software to the test in your service organization.

Call Taking and Dispatching
Enterprise Call Management and Service Dispatching Software for Field Service Organizations.

Work Order Management
Complete suite for managing the entire lifecycle of a work order, from the calls, quotes and order dispatching to technician work order management and invoicing.

Mobile Service Technician App for iPad®, iPhone®, Android® & Windows®
Enterprise Mobile Software for Service Technicians for iPad™, iPhone™, Android™ and Windows™ Mobile Devices.

Task Tracking
Improve field technician performance and closely track service profitability with task tracking for the field and the office.

Spare Parts / Inventory
Extensive inventory / spare parts tracking capabilities for service management staff and technicians.

RMA Administration
The RMA Management capabilities of Service Pro® software automate the most common, time-consuming manual RMA processes for the centralized product repair operation.

Stakeholder Web Portals
Facilitate participation from key stakeholders in your field service operation – Customers, Technicians and Executives.

Stakeholder Web Portals capability of Service Pro® Software allow service organizations to create web pages with customizable widgets that raise key stakeholder visibility to important service data and manage the business to key performance indicators.

Service Pro® Contracts & Asset Management

With decades of service management software experience on staff and customers in over a dozen vertical markets, we have built extraordinarily deep service functionality into Service Pro®. We invite you to learn more and put our software to the test in your service organization.

Asset Tracking
Propel your service organization with Service Pro® Enterprise Field Service Asset Tracking and Management Capabilities for Customer Site Equipment.

Detailed tracking and instant visibility of customer site equipment asset information is of critical importance for today's field service organization. The asset tracking capabilities of Service Pro® software work in unison with service contracts to provide service organizations with an all-in-one management suite for maximizing customer asset availability and service revenues.

• Mobile Asset Tracking with Service Pro® Mobile
• Asset Service and Repair History
• Service Contract and Warranty Visibility
• Asset Component Structure Hierarchy
• Mobile Asset Inspections
• Automated Asset Service Scheduling
• Equipment Asset Transfer Tracking
• Standard Asset Performance Reports

Service Contracts
All-in-one service contract management, from quoting and contract creation to installment invoicing and automated scheduling.

Service Contracts are as important, if not more important, than the initial sale. Managing contracts, however, can be a clerical nightmare and, if not maintained properly, can result in lost revenue and poor customer service. The contract capabilities of Service Pro® work in unison with asset tracking to provide service organizations with an all-in-one management suite for maximizing service revenues and improved customer service.

• Variable Coverage of Warranty or Service Contract by Each Unit
• Easily Add, Transfer, or Change Existing Equipment
• Apply Service Contracts to All or Some of Equipment Tracked
• Generate Service Agreements
• Automatic Renewal Notification
• Installment Billing on a Variety of Intervals
• Flexible Contract Coverage Periods

Service Pro® Business Intelligence

With decades of service management software experience on staff and customers in over a dozen vertical markets, we have built extraordinarily deep service functionality into Service Pro®.

Alerts & Workflow
The Service Pro® Events Manager allows busy service organizations to "set it and forget it," automatically monitoring business activities or transactions, and notifying employees with time-sensitive alerts, helping them perform their tasks more efficiently and intelligently.
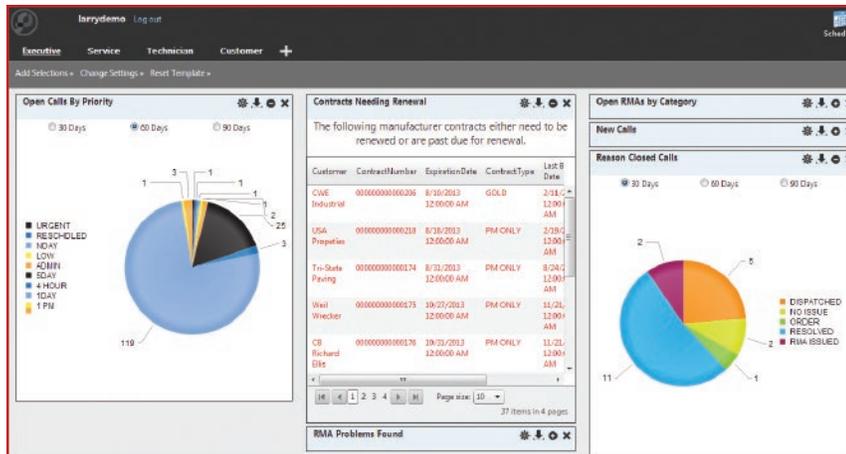
- Identify and act on important business information
- Let the system tell you what to watch for and how to respond to conditions when they occur
- Use advanced data capabilities to identify precise conditions critical to your success
- Have the data arrive in the format you want at the exactly the right time

Reports
Monitor your service organization's performance and identify important business trends with Service Pro reports.

Service Pro includes over 100 standard reports, covering assets, orders, customer, technicians, RMAs, contracts and more.

- Call Center Reports and Listings
- Service Module (Order Desk) Reports and Listings
- RMA Module (Repair Depot) Reports and Listings
- Contracts Module Reports and Listings