

**infor**

EQUIPMENT DEALERS, SERVICE, AND RENTAL

Infor Mobility for Field Service

Increase service levels

Customers expect service providers to anticipate their needs, solve their problems quickly, and get it right the first time. But scheduling and managing the capabilities needed to deliver quality service levels can be highly complex—especially when it requires that field service technicians have mobile access to information about customers, equipment, warranties, service contracts, parts inventory, equipment history, repair instructions, and more.

Solve problems faster

Infor® Mobility for Field Service is a complete solution that gives field service personnel full visibility into all of the contextual information they need to get their jobs done better and faster. With a modern, easy-to-use interface and full integration with Infor M3, teams will have instant access to centrally stored customer and product data. Teams will also benefit from enhanced scheduling and routing, reduced paperwork, and single data entry.

The quickest path to increased customer satisfaction is through speedy response and resolution.

Empower the field

Infor Mobility for Field Service provides visibility into accurate and timely information that allows field service personnel to consistently deliver on the promise of first-call resolution. Infor Mobility for Field Service bridges the gap between the back office and the field by giving field service personnel the power to:

Enhance safety—Use inspection and check-list capabilities to allow technicians to carry out predefined instructions, such as pre-start checklists and respond back using predefined options. The inspection list feature can trigger follow-up actions if the technician reports an out-of-tolerance reading. The technician can also read the equipment barcode tag to verify that the correct equipment is being serviced.

Quickly process assigned activities—Increase the productivity of field service teams by putting all the information they need to accept and start jobs directly onto their mobile devices. Technicians can get instant access to assignment details, job location, customer and contact details, and scheduling information—along with descriptions of the problems and relevant notes. Field service technicians can also see maps of assignment and customer locations, as well as call customer contacts with just the push of a button. Even in areas or environments where network connectivity isn't available, technicians can still work in off-line mode and replicate transactions when network access becomes available again.

Accurately track materials and costs—Streamline job completion time and control costs with full visibility into spare parts inventory. Before field service technicians start a job, they'll know what tools and materials they need, what's in their van stock, and what they need to order or purchase. Technicians can ensure they select the correct parts by utilizing the device's camera to read the parts' barcodes and by accessing pictures of components through Infor Mobility for Field Service's integration with Infor Document Management. And when technicians keep track of the materials they use, billing and replenishing will be more accurate.

Improve productivity

Infor Mobility for Field Service is available for iOS and Android devices, as well as Windows operating systems. Mobility for Field Service can be deployed on phones, tablets, and Windows PCs.

Easily access relevant documents—Field service personnel can make more confident and informed decisions with in-field access to relevant documents, such as manuals, service reports, and service contracts. Back-office specialists can even assist onsite technicians by reviewing pictures taken by technicians and automatically uploaded to Infor M3. Additionally, with access to historical customer data, field service technicians can be aware of up-sell opportunities.

Generate visit reports—When jobs are completed, field service technicians can enter time worked, miscellaneous costs, equipment meter values, parts usage, and a detailed service report, as well as use a summary report that collates all of these individual details into a single document. With the technician still on site, the customer and technician can provide approval signatures on the technician's mobile device.

Deliver great customer service

To successfully run a service organization, service providers need to ensure that their business systems support their business strategies. This means making sure that staff has access to the right tools. Providing mobile access to a field service team, allows them to stay connected, informed, and up-to-date. As a result, productivity goes up, costs go down, and service levels increase.

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