



# Infor Mobility for Field Service

## Increase service levels

Your customers expect you 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 your 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 your 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, your team will have the instant access to centrally stored customer and product data they need to solve problems more quickly. Your team will also benefit from enhanced scheduling and routing, reduced paperwork, and single data entry.

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

## Improve productivity

With visibility into accurate and timely information, your field service personnel will consistently deliver on your promise of first-call resolution. Infor Mobility for Field Service is available for iOS and Android operating systems and can be deployed on phones and tablets. It is also available on Windows tablets and PCs giving you and your technicians a flexible choice that can minimize the number of devices they need to carry.

## Empower the field

Bridge the gap between your back office and the field by giving your field service personnel the power to:

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

**Quickly process assigned activities**—Increase the productivity of your field service team by putting all the information they need to accept and start a job directly onto their mobile devices. Technicians can get instant access to assignment details, job location, customer and contact details, and scheduling information, along with a description of the problem and relevant notes. Field service technicians can also see maps of assignment and customer locations, and even call customer contacts with just the push of a button. Even in areas or environment where no network connectivity is available the technician can still work in off-line mode and replicate the transactions when the networks becomes available again.

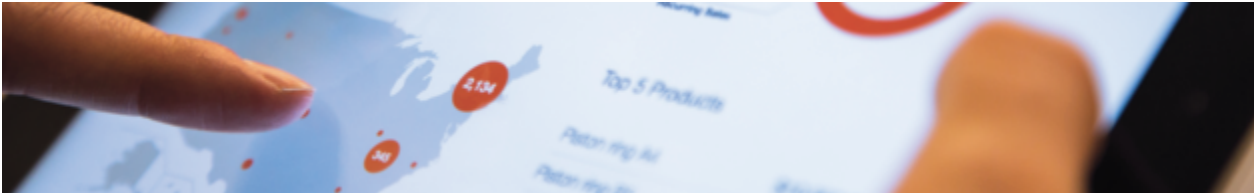
**Accurately track materials and costs**—Streamline job completion time and control costs with full visibility into your spare parts inventory. Before field service technicians start a job, they'll know what tools and materials they need, what's in their van stock, and what to order or purchase. Technicians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

**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 the technician 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 with Infor Mobility for Field Service

To successfully run a service organization, you need to ensure that your business systems support your business strategies. This means making sure that your staff has access to the right tools. By providing mobile access to your field service team, you allow them to stay connected, informed, and up-to-date. When you do, productivity goes up, costs go down, and service levels increase.



### Benefits:

- More efficient scheduling and deployment of resources
- Greater visibility into spare parts
- Higher rate of first-time-right service reports
- Shorter service-to-cash cycles
- Increased customer satisfaction

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