

B2A

B2A SERVICE

Online field
reporting of the
**completed
work.**

**Intuitive
user
interface
control.**

**Maximum
time
use efficiency
for technical
staff.**

**Error rate
minimization
when entering
data.**

**Rapid
response
to service
requests.**

**Simple
and immediate
data distribution
into ERP.**



B2A SERVICE

SOLUTIONS FOR DIGITIZING OF SERVICE ACTIVITIES

App for digital solutions in recording of service actions and activities leads to the acceleration and streamlining of processes. Replaces paperwork between the service technician and the customer. Intuitively logs and reports completed activities using iPad devices. Automatically sends the signed service statement via email to the customer.

The app works fully online, displaying all the embedded information instantly in the ERP, with which it most often communicates via WiFi in both local and external infrastructures. iPads can be equipped with a SIM card to extend their reach beyond the WiFi network.

DESCRIPTION OF THE SERVICE APP PROCESSES

The service application is divided into 3 interconnected areas.

Displaying of the work queue

- The Service app displays the scheduled/unscheduled service activities determined by location and the identification of the service facility to the assigned technician.
- The work queue displayed is based on the instructions from the dispatch centre and is valid for the entire time the allocated technician has got assigned a list of actions he/she is required to undertake. The completed activities are automatically removed from the work queue.
- The work queue serves as a direct entry into the work records by selecting the appropriate device (the displayed action).
- Each device displays detailed information, such as the action number (order no.), address, description of the requested activities, etc.

Activity log

- The technician is navigated directly from the work queue into a record of work by selecting a specific device.
- Recorded data include a description of the work activity (entered either manually or by selecting from the list), the material used (selected from the list), the "from-to" timeframe of the activity (which automatically fills out the number of hours worked), the number of kilometres covered, the number of persons involved and whether the work was completed in overtime/emergency mode.
- The Service app allows you to create and attach photo documentation.
- At the end of the activity log, there is a signature option for both technician and customer.
- In specific cases, the activity log may be simplified (for example with pre-agreed contract rates).

Stock status

- At any moment, workers have a view of the stock status at their disposal.

