# expandit

ExpandIT Mobile Field Service is an integrated software solution that enables you to send the right service technicians to the right job with the right tools and materials. Empower your staff to get the job done and eliminate time-consuming paperwork while improving customer satisfaction and creating organizational efficiencies.

The ExpandIT Mobile Field Service package is quick and easy to set up and is already integrated with Microsoft Dynamics. It consists of two standard parts, the Planning Board and the Mobile Client, as well as an add-on called the Service Request Portal.

Planning Board
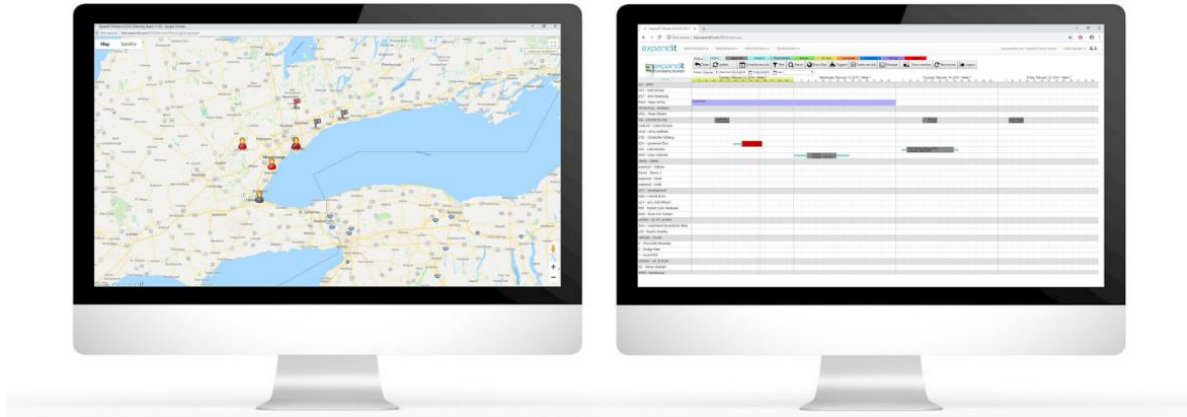
The Planning Board enables dispatchers and planners to have a complete overview of service technicians, resources, jobs and tasks.

Planning Board Key Highlights:

- Graphical map view
- Send SMS and emails to customers and technicians from the planning board
- Create custom views for planners in different locations
- View the status of each job or service order in real-time
- Create service orders and jobs directly from the planning board
- Schedule service orders and jobs that have been created in the ERP using drag-and-drop
- Create crews and assign multiple resources to a job/service order/task

Mobile Client

The Mobile Client enables your field service technicians to track their time and materials out in the field without pen and paper.
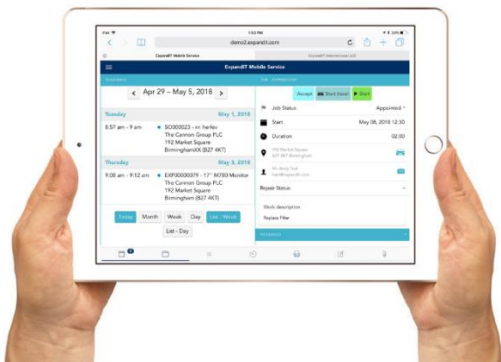
Mobile Client Key Highlights:

- Works online or offline on any device - iOS and Android phones, tablets, and laptops
- View schedule and job details
- Record travel time, work time, materials consumed
- Capture signatures
- Capture and view images and documents
- Complete reports such as safety reports, checklists, and more
- Create a service order or job while out in the field
- Add a task line to an existing service order or job
- View historical information

Service Request Portal
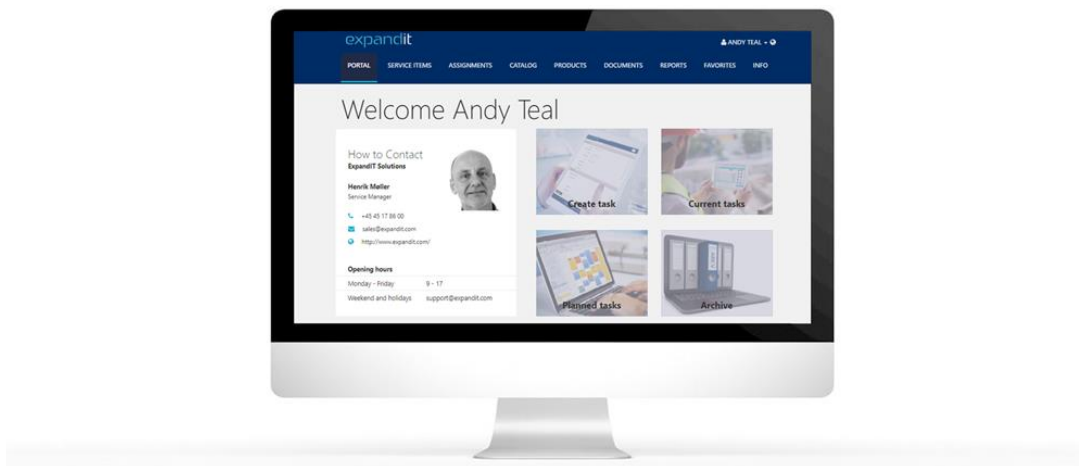
The Service Request Portal improves customer satisfaction by allowing your customers to request service calls and view the status - all online. Provide your customers with access to their records and information at any time and the ability to pay invoices without calling your staff.

Service Portal Key Highlights:

- Request service calls and view the status online
- Communicate with the planner
- View data captured by technicians such as reports, images, and documentation
- View and pay invoices online
- View past service order details
- 24/7 portal access

Contact sales@expandit.com **today to see a product demo!**