

Sage Mobile Service

Exceed customer expectations and watch revenue soar.



Benefits

- **Serve customers better** with anytime, anywhere access to your customer's Sage ERP information.
- **Grow with confidence** by optimizing schedules, getting directions, and making assignments of jobs on the fly.
- **Increase revenue per field technician or service engineer** by updating service orders onsite to capture actual hours, parts used, and additional work performed.
- **Reduce errors and streamline processing** by replacing your paper-based service orders and error-prone offline multistep process with a real time connection to your Sage ERP system.
- **Reduce customer disputes** by getting official customer signoff on work performed and taking before and after photos onsite for proof of work completed.
- **Get paid faster** by collecting credit card payment on the spot to increase your cash flow, and by adding Sage Billing and Payment to email finalized invoices with a click to pay feature.

Be successful in a mobile world

You work hard to win customers and the easiest way to retain them is to keep them happy. Sage Mobile Service enables companies with the right technology to generate that wow factor. With Sage, deliver great customer service and impress clients, win repeat business, and help to secure those all-important referrals.

Provide excellent customer service—anywhere, anytime

Sage Mobile Service is an intuitive Apple® iPhone® and iPad app that enables your field technicians or service engineers to provide world-class customer service. It improves your field workers' productivity by eliminating time-consuming office and field interactions. When they use the app they get:

- Real time updates that let dispatchers adjust and optimize field technicians' and service engineers' schedules on the fly.
- Dispatchers can assign unplanned, same day jobs to the ideal tech or engineer and have the job automatically show up on their iPhone®.

Create a powerful impression

Using innovative technology to provide a superior customer service experience creates a strong impression with your customers. Field technicians and service engineers can accomplish more by:

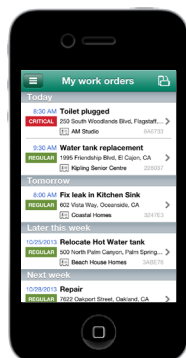
- Pulling up their customer's history and work order on the spot.
- Taking before and after photos of the job with their iPhone®.
- Accepting the customer's credit card payment immediately.
- Accept customer signoff for completed work and take payment—all onsite.

Improve efficiency and cut costs

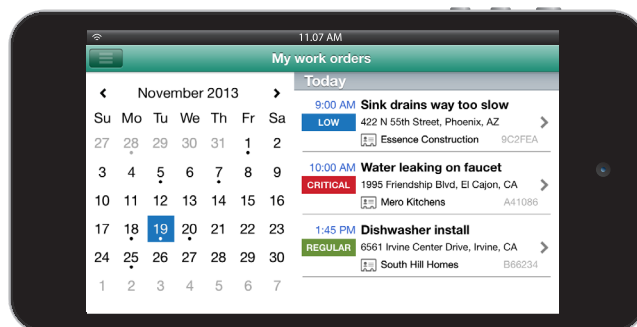
Sage Mobile Service uses the Sage Data Cloud to stay linked to your Sage ERP system, and the ability to add Sage Billing and Payment. The two apps together allow you to:

- Send receipts by email while still with the customer who can then use the powerful click to pay feature.
- Improve the customer invoicing cycle, which helps to reduce invoicing expense, invoicing time, and days sales outstanding (DSO).

Customer sales history is now available anywhere, anytime.



Use real time updates to adjust technician schedules on the fly to exceed customer expectations.





Sage Mobile Service Features and functionality

Customer information

- Field technicians feel empowered with up-to-date work requests and customer contact information, all at their fingertips.
- Updates flow automatically from your office to the technician's iPhone.

Service history

- Field personnel impress customers with knowledge of their service history.
- The Sage Data Cloud maintains each customer's history so your workers can access it in the field.
- The app displays when the last job was performed, what work was done, and who did the work.

Credit card processing and E-Invoicing

- Field personnel can take credit card payments on their iPhone® or iPad® while at the customer's site.
- Order and payment information flows securely through the Sage Data Cloud, into your Sage ERP system, and onto the normal workflow.
- Add the Sage Billing and Payment service to send e-invoices, and your customer can use the click-to-pay feature so you get paid faster.

Work order updating

- Field workers track and record all service and labor on their iPhone® or iPad® from a set services price list, eliminating missed revenue because of lost paper-based job tickets.
- Additional work beyond the original scope can be noted and charged for.
- Field personnel submit completed work in real time back to the office for processing.

Photo attachments

- Before and after photos taken with iPhones® and iPads® record work conditions that can also serve as proof of work completed.
- Field personnel can easily take photos of receipts for items purchased on the fly.
- The Sage Data Cloud stores and tracks work order history and associated photos.

Signature capture

- Field personnel use their iPhone® or iPad® to get customer signoff while onsite, reducing the chance for disputes.
- The Sage Data Cloud stores captured signatures along with job information.

Real-time dispatching

- Dispatch assigns unplanned same-day jobs to the ideal technicians and the work orders show up automatically on their iPhones or iPads.
- Job information, directions, and customer details for unscheduled same-day jobs are automatically sent to technicians, eliminating the need for multiple calls.

Built-in map routing

- Sage Mobile Service provides routing options and straightforward directions to and from the customer site using the address stored in Sage ERP and their compatible, mobile device's map feature.

Monthly subscription

- Sage Mobile Service is available through an affordable monthly subscription fee.
- Contact your Sage representative today.

For more info, visit:
SageMobileApps.com
or contact us at
866-996-7243