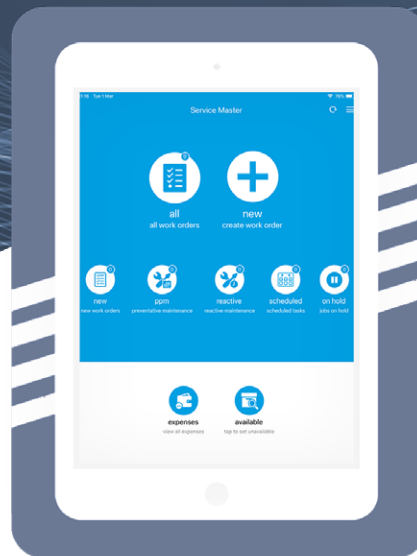# SERVICE MASTER

Service Master is a market leading independent mobile field service app which enables organisations to communicate task activities, timesheet information and status updates with their mobile workforce in real time.

Mobiess integrated mobile solutions offer an alternative Mobile Platform for any CAFM system such as MRI Evolution or IBM Maximo.

Service Master – our mobile field service software – gives you real-time information around job execution giving you a clear picture of what is happening on-site. It lets you monitor the progress of each job in real-time against customer commitments and manages status alerts and information around your engineer's location, availability and estimated time of arrival.

Service Master allows you to gain project-wide efficiencies through streamlining and automating field service management processes such as work order dispatch, allocation and job completion – all helping to reduce operating costs.

OUR EXPERTISE

Trust a best of breed independent solution – Mobiess Service Master is a mobile solution uniquely designed only for integration. We do not favour or work alongside just one specific CAFM system, instead wide integration and industry experience makes us experts. Our focus is on mobile development, we can integrate systems with specific customers requirements without burdening it with unnecessary features. Our expertise is in making your software as flexible and efficient as possible.

INTEGRATION GATEWAY FOR IWMS / CAFM.

The Mobiess software platform integrates via a series of standard API's and is compatible with most third-party software applications, allowing data to be integrated quickly to almost any existing back office CMMS, CRM, IWMS or CAFM system. Our software runs on all major mobile operating systems including iOS, Android and Windows.

mobiess
FM MOBILE ESSENTIALS
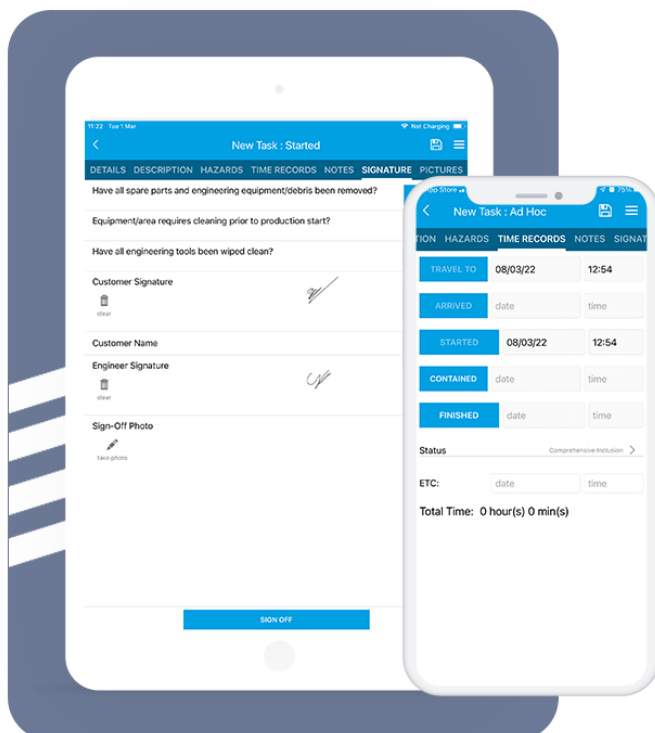
MAIN INTEGRATION BENEFITS

Focusing on integration via a series of standard APIs, our mobile solution allows you to:

✓ Mitigate risk by spreading your investment across multiple best of breed vendors

✓ Integrate to multiple platforms and data sources at the same time HR, EAM, CRM and CAFM systems

✓ Communicate and collaborate with multiple supply chain partners via a single mobile platform

✓ Fully localise and translate into any language in a single system
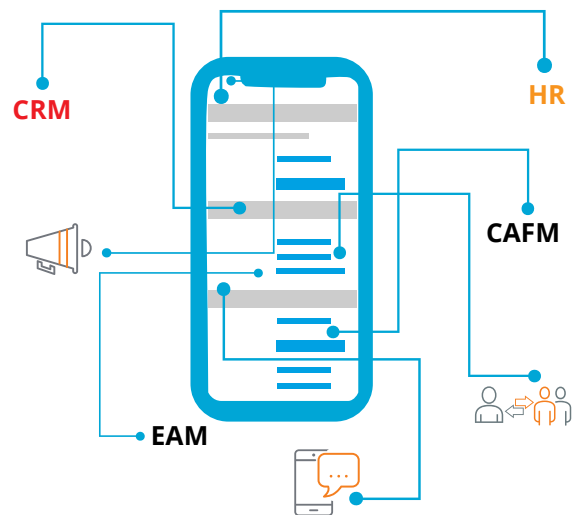
4 INTEGRATION STEPS

IMPLEMENTATION PLAN

Knowing exactly what you want to get from your system and building an implementation plan helps to maximise the benefits of any mobile project. Having a consistant Mobile Strategy, Device, Management plan and an understanding of the commercial returns on any investments is critical in ensuring your mobile project is a success.

TRANSITION AND DATA IMPORT

When any new system is implemented, previous outdated systems should be removed to improve functionality and agility of the new system.

CONFIGURATION

Implementation takes time and being specific about what you want, what benefits and the functionality you expect means that you can tailor the system to your needs. Be realistic you wil not always get it right 100% of the time but use a pilot strategy to test your assumptions and requirements before rolling out across your organisation.

SUPPORT AND STAFF TRAINING

Selecting the right people at the beginning of a project and getting them actively involved will lead to the right decisions being made. It's absolutely vital to invest in the correct training and support. People who understand the companies culture, processes and existing back office systems result in successful integration. structured method of collection, storage and reporting.

HARD SERVICES

Reduce unnecessary revisits, time to invoice and improve payment turnaround which allows mobile workers to focus on the job at hand.

SOFT SERVICES

Almost identical to its more complex partner product (Hard Services) but with a smaller application footprint and simpler set of operational features.

IMPROVE WORKFLOW

Allocate expenses to tasks or let managers have access to overhead expenses and allocate costs to central costs centres. Supports multiple tax groups and mandatory pictures for all receipts.

MULTI TIME RECORDS

Our mobile time and expense tracking helps organisations of all sizes gain more control and manage costs.

REMEDIAL AND ADHOC TASKS

Create new remedial and adhoc tasks. Accept, reject and self-deliver tasks based upon roles. Send live events and photos immediately to your host CAFM system.

HAZARD ACKNOWLEDGEMENT

Service Master supports Point of Work Risk Assessments and Hazards Registers, improving the safety of your engineering teams.

STOCK MANAGEMENT

Allocate Stock and Consumables to Tasks and allow Point of Work Stock Audits.

GPS TRACKING

Support for GPS mapping background location tracking of assets and technicians. Access to location details, date, and time stamps, plus travel speed.

COMPATIBLE WITH INSIGHT

Service Master fully supports the integration of our digital inspection and auditing platform, Insight.

HOW CAN SERVICE MASTER HELP YOU?

mobiess
FM MOBILE ESSENTIALS

Heightened data visibility helps you to improve the service to all of your customers. Faster access to critical information not only enables informed decision making but helps you to deal with customer queries quickly and more efficiently.

An improved level of data integrity also supports predictive and preventive maintenance, helping you to schedule on-going work for customers. Automated workflows and reduced paperwork allow mobile workers to focus on the job at hand. Point of Work Risk Assessments and a Hazards Register also help you improve field safety.

STOCK AUDIT

REPORTING AND ANALYTICS

INSTANT DATA AVAILABILITY

TIME AND EXPENSES

54 Tasks
All Tasks

12 new
new tasks

45 ppm
preventative maintenance

9 reactive
reactive maintenance

2 on hold
jobs on hold

expenses
view all expenses

MULTIPLE PROJECT SUPPORT

NFC/RFID, 1D + 2D BARCODES

REAL-TIME DASHBOARDS

GPS TRACKING

£25.00

Per Device, Per User, Per Month (exl. VAT)

Flexible **PAY AS YOU GO** Pricing
Pay Monthly
No Commitment
Minimal Capital Investment Needed
Rapid Implementation