

# More efficiency for field service projects

**F**ield service calls on customers are extremely time-intensive. In order to keep the length of service orders as short as possible, good organization is of the essence. Each assignment requires precise preparation in order to have matching tools, spare parts or relevant information available on-site. SODALIS Field Service supports your service staff out in the field or in the office in the efficient planning and implementation of work orders.



## MOBILE FIELD SERVICE

- Ideal for mobile use
- App compatible with iOS, Android and Windows
- Order management
- Documentation
- Resource planning

## FIELD SERVICE MANAGEMENT

- Ideal for inside customer service
- Web application
- Order management
- Asset management
- Resource planning and controlling
- Resource planning

### Tailored features for mobile or office:

SODALIS Field Service encompasses two modules: SODALIS Mobile Field Service for service employees in the field and SODALIS Field Service Management for inside customer service. Each provides functions matched to the particular needs.

#### SODALIS Mobile Field Service

### Coordinate work orders the easy way:

With SODALIS Mobile Field Service, your service employees manage assigned work orders even when traveling, completing their case load and providing feedback to their office team. Work orders are easy to schedule. A calendar provides a quick overview of pending assignments.

### All the components at your fingertips:

Manage tools, equipment and spare parts easily and directly in the app. Timely reordering for additional assignments is possible via a feature that keeps track of consumption.

### Documenting work orders effectively:

With SODALIS Mobile Field Service, you can generate written or verbal reports via voice recognition. You can use electronic signatures for delivery confirmation.

### Rapid response on-site:

In addition to quality, speed is a key criterion in service. Map views facilitate travel to new assignments and help navigate the territory.

### An app for efficient processes:

SODALIS Mobile Field Service is an app suitable for the mobile operating systems iOS, Android and Windows.

#### SODALIS Field Service Management

### Optimal deployment of service teams:

Generate work plans including multi-media guides with videos, photos or relevant files. Work orders can be directly assigned to available employees. Reports and dashboards provide a quick overview of capacity and work order status.

### Administering systems the easy way:

You can set up assets in the web application for a service history. There you can review past and pending work orders. Where needed, store copies of maintenance agreements and assigned these to the particular assets.

### Targeted management of deployments:

For effective deployment planning and controlling, SODALIS Field Service Management enables the integration of Google maps as well as calendar functions from Microsoft Outlook.

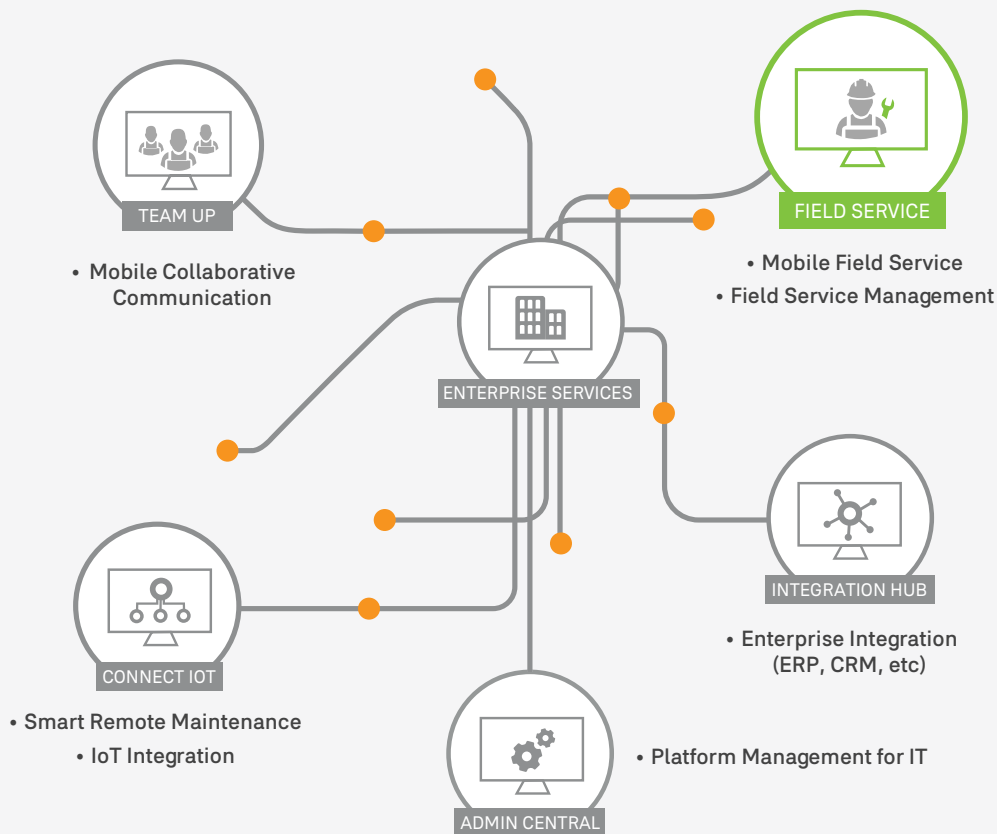
### Data quickly available via web applications:

As a web application, SODALIS Field Service Management is available independent of time and place. All you need is a connection to the Internet as well as a standard browser (Windows Edge, Safari, Chrome or Firefox).

# SODALIS

Your platform for digitalized service processes

SODALIS is a flexibly-expandable and high-performance platform for software. Beeware is continuously developing it further, using state-of-the-art technologies. Via the SODALIS platform you can receive innovative software solutions for digitalization of your service processes. All the applications can be used individually or in combination. Thus, as needed, you can receive a complete solution from a single source or specifically selected modules.



## Performance characteristics

- Modules: Using solutions individually or in combination ✓
- Data security: Use of the latest encryption technologies ✓
- Provision: On-premise or as Software as a Service from the cloud ✓

- ✓ Integration: Interfaces for ERP and CRM
- ✓ Hardware: Supplementary hardware for working hands-free

Do you have any additional questions?

We would be delighted to assist you further:



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**Beeware**  
software for service