

ESP

By Evron

A Complete Field Service Management Solution

ESP by Evron is a comprehensive field service management solution designed to help you improve call management and dispatch, customer support, sales, and parts tracking.

ESP integrates fully into your existing information infrastructure. Data entered once in any application is shared throughout the company: from technicians in the field, to service coordinators to billing and finance.

ESP provides the critical management tools needed to ensure fast and accurate response to incoming service calls, delivering substantial cost and efficiency savings across your organization.

ESP will help you:

- ☑ Improve customer service response
- ☑ Increase employee productivity through more efficient job scheduling and prioritization
- ☑ Track and control equipment
- ☑ Manage timesheet entry
- ☑ Accelerate billing cycles
- ☑ Create service reports, work orders, detailed analysis and more...
- ☑ Integrate call management, data management and document management
- ☑ Reduce operating costs and increase revenues

In fact, managing all aspects of field service operations, profitably, has never been easier!

HIGHLIGHTS

- Optimize call management for field service and support
- Enable technical dispatch and scheduling of technicians
- Maintain and manage service contracts
- Manage parts logistics and billing
- Streamline back-end operations
- Data entered once is shared throughout the organization
- Flexible and customizable
- Integrates with your existing financial application

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Manage customer calls and dispatch

With ESP, customer calls can be answered intelligently and field service staff can be dispatched effectively, all equipped with the knowledge to efficiently satisfy customer support requirements. With ESP your support and field service personnel can instantly access:

- detailed customer information like installation and service history, serial numbers, preventative maintenance schedules, components and technical skill level required.
- current technician locations, schedules, and dispatch times.
- parts tracking information.
- customer service contract information.
- accurate and current credit information in the customer master file.

Track overall performance of field service and repair activities

Whether you need an executive summary or a detailed project management view of all field service activities, with ESP you can:

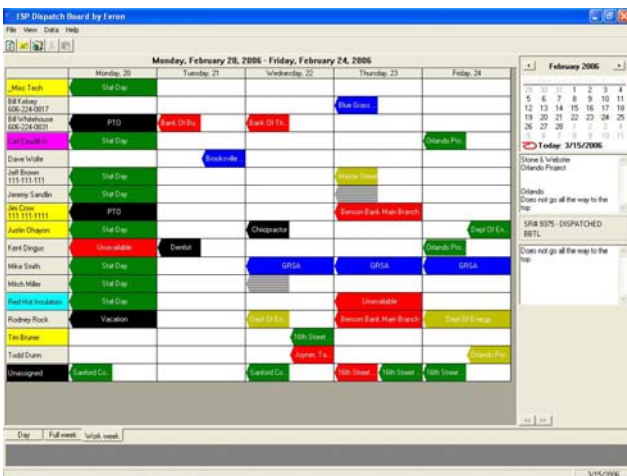
- review job costs and evaluate job profit analysis.
- evaluate and manage field service personnel productivity.
- monitor repair activity by product and by field service personnel.
- review future scheduling of preventative maintenance programs for planning personnel and parts requirements.
- track and report on multiple inventory items, products on-hand and on-order, re-order requirements, parts history, inactive items, equipment, and inventory value.

Evolves With Your Business

The ESP Field Service Solution is highly scalable so it can grow in tandem with your business needs.

ESP truly integrates customer service, field service personnel and back office support so that you can achieve customer satisfaction, increased productivity and revenue results.

Call us at: (905) 477-0444
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Evron Products and Services

Evron sells, implements, supports and designs solutions for every one of your business needs:

Infrastructure: Network Architecture | Hardware | Remote Access | Security | Anti-Virus | Cabling

Application Software: Field Service | Accounting | CRM | E-Commerce | Extensions | Upgrades

Services: Custom Programming | Technical Support | Internet Development | Managed Services | Implementation | Training

For more information, visit our website at www.evron.com, call (800) 891-7791 or (905) 477-0444
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