

Field Service by Evron

A COMPLETE FIELD SERVICE
MANAGEMENT SOLUTION

MANAGE CUSTOMER CALLS
AND DISPATCH

TRACK OVERALL PERFORMANCE OF
FIELD SERVICE AND REPAIR ACTIVITIES

LEVERAGE THE BENEFITS OF YOUR
EPICOR ENVIRONMENT

A Complete Field Service Management Solution

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

Fully integrated with the Epicor Enterprise and Clientele solutions, Field Service provides the critical management tools needed to ensure fast and accurate response to incoming service calls.

What's more, Field Service streamlines and improves virtually every aspect of field service operation, delivering substantial cost and efficiency savings across your organization.

Field Service will help you:

- Improve customer service response
- Increase employee productivity through more efficient job scheduling and prioritization
- Track and control equipment
- Manage Time sheet 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.

Manage Customer Calls And Dispatch

With Field Service, 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 Field Service your support and field service personnel can instantly access:

- Detailed customer information like installation and service history, serial numbers, preventative maintenance schedules, components, technical skill level required and maintenance/repair tasks
- Current technician locations, schedules, and dispatch times
- Parts tracking information
- Accurate and current credit information in the customer master file

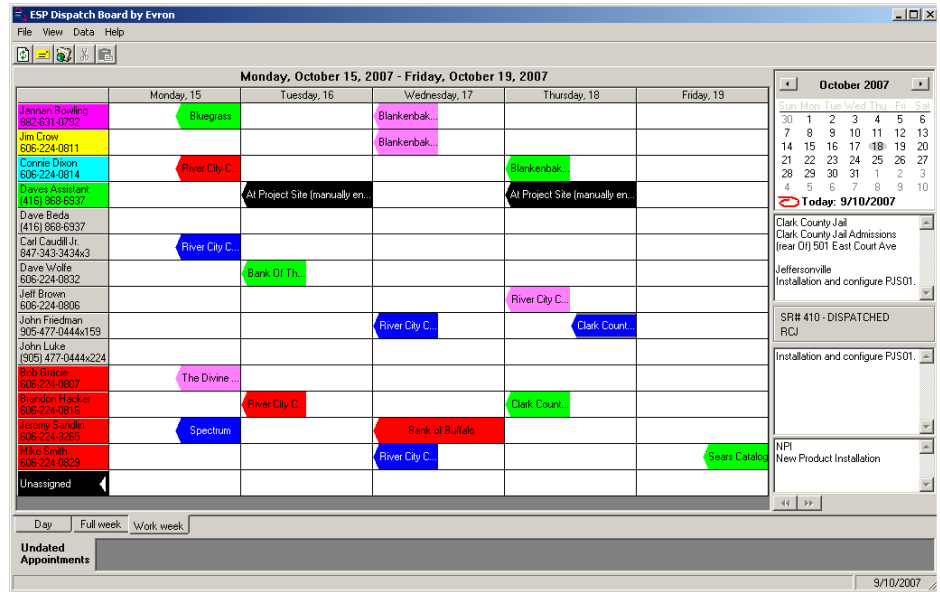
Track Overall Performance Of Field Service And Repair Activities

Whether you need an executive summary or a detailed project management view of all field service activities, with Field Service 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

DETAILED FEATURES

- Optimize call management for field service and support
- Enable Technical Dispatch and scheduling of technicians
- Manage parts logistics and billing
- Deploy full RMA control
- Streamline back-end operations
- Leverage the inherent strengths of Epicor Customer Service and Support



Leverage The Benefits Of Your Epicor Environment

Field Service was designed to seamlessly integrate with Epicor Enterprise and Clientele solutions — so it's easy to install and maintain, easy to learn and easy to use. The Evron Field Service Solution is also highly scalable so it can grow in tandem with your business needs. Field Service truly integrates customer service, field service personnel and back office support so that you can achieve customer satisfaction, increased productivity and revenue results.



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