

THE TROUBLE WITH Paper IN THE FIELD

BACKLOG OF WORK NOT WRITTEN UP

Paperwork takes time. It should be done at the job site but the technician puts it off, going from job to job. After a few days, there's a backlog of work not written up. *Is there any record of what he has done? Has he taken any notes?*

INVOICING IS DELAYED, INFORMATION IS INCOMPLETE, TIMELY FOLLOW-UP IS DIFFICULT

YOU HAVE TO CHASE PAPER

Your techs are busy in the field, not delivering paperwork. Someone from the office makes the rounds 1 day a week (20% of their time) collecting paper instead of focusing on their job.

ELIMINATE PAPER, INCREASE PRODUCTIVITY

WEATHER & DAMAGE

MOISTURE

Rain, snow or humidity weakens paper causing tears, curling, and smudged ink

WIND

Unless securely fastened, paper will get blown away by even light winds

PAPER BELONGS INDOORS ON A DESK

DIRT

Dirt from handling or the environment makes paper difficult to read, scan or photocopy

CRUMPLE & TEAR

Paper easily crumples and tears, compromising the information on it

MISTAKES & MISSING INFORMATION

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- Address incomplete
- Equipment not properly identified
- Part codes wrong
- Missing jobs and parts
- No signature
- Writing illegible

X _____ ?



PAPER REQUIRES TRANSCRIPTION

Information on paper has to be manually entered into a database for invoicing, reporting or searchability.



TIME CONSUMING & ERROR PRONE

NO ACCESS TO PAPER INFO IN THE FIELD



"When was the last service? What did we replace?"

Once paperwork is submitted, filed, and entered into a database, the technician can't look up service history when they need it. Only the office can look it up.

"It hasn't been entered yet, I'll check whose desk it's on."



LOST PAPER = LOST REVENUE!

The office can't see what work has been done until the paperwork is submitted.

"I can't remember the details."

"My work order book got lost."

"I was laid off."

"I found another job."

"I got busy and didn't write any up this week."

NO WORK ORDER, NO INVOICE!



➔ **complete = complete!** ←

OFFICE & FIELD TASKS FULLY INTEGRATED WITH ONE APPLICATION

Eliminate paper and access your data both in the field and at the office, when and where you need it!