



Infor Service Management for Field Service

Provide your field technicians with mobile solutions

The best service is service that brings you closer to the customer. But providing fast, responsive service isn't easy, especially when the industry is technical, components are complex, and the task is critical—such as keeping power on, medical equipment working, pumps and forklifts running, and buildings safe and secure. Timing is everything. That's why your field service technicians need to be able to access critical company information wherever they are—whether they're online or off. You need to provide your technicians with mobile solutions that can help them find the answers they need, so they can make all the correct decisions when they're in the field.

Partner with experts

As a service-centric organization, you need an experienced, reliable technology partner that understands your unique business and can support your specific needs. Infor® brings you exactly that. For over 25 years, Infor has provided organizations—from global manufacturers to family-owned companies—with enterprise solutions that meet these specific industry challenges you face.

Complete work orders on the go

With Infor Service Management for Field Service, you can provide your field technicians with mobile devices (handheld or laptops), so they can maintain remote access to critical information such as unit and service history including past inspection readings, account and service contract status, parts availability, and pricing/sales capabilities.

Infor Service Management for Field Service makes it easy to keep your customers happy by giving your field technicians the information and resources to get the job done.

Field access to data helps technicians make decisions about repair options and make the best use of resources, increasing productivity and speeding resolution rates. Whether performing tasks on a Microsoft® tablet or laptop, or checking your next-day schedule from your Google Android™ or Apple® iOS device, our solution has you covered.

For equipment maintenance or repair jobs, your field representatives will also be able to monitor crucial warranty details on the go. This way you can keep your customers abreast of the situation and assist with repair cost decisions. And, with prepackaged reports, they can also track a wide range of key performance indicators (KPIs) that help you run your business more efficiently, by letting you know whether your field service reps are accurately billing customers for parts and labor.

You'll also have GPS polling tools so you can visualize your technicians when they're out in the field. Our GPS tools can also give you insight into the last known coordinates of your equipment assets. For your service manager or supervisor, having access to this real-time GPS data helps the service department as a whole to operate more efficiently by ensuring that the closest technician with the proper inventory is dispatched. In addition, you'll gain valuable insights into whether you have capital tied up in inventory that you aren't using, as well as if you're overstaffed or wasting fuel on unnecessary truck dispatches.

All of the information—work orders, account and service contract status, parts availability, inventory updates, parts availability, and pricing/sales capabilities—can be accessed offline, so your technicians can make decisions in the field and provide the best customer service possible. Then, the next time they're online, Infor Service Management for Field Service syncs up information collected offline with your back office systems, while also obtaining any new or updated information from future work. Best of all, Infor Service Management for Field Service makes it easy to keep your customers happy by giving your field technicians all of the information and resources they need to get the job done.

Succeed in the long term

You'll be positioned to manage your business more efficiently and effectively with Infor Service Management for Field Service. This comprehensive, integrated solution gives you ultimate efficiency, speed, and company-wide access to critical information—whether your representatives are online or offline, while improving service overall. As a result, you'll do business better and provide better customer service to improve loyalty.



641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.
INF-1451206-EN-US-1214-1