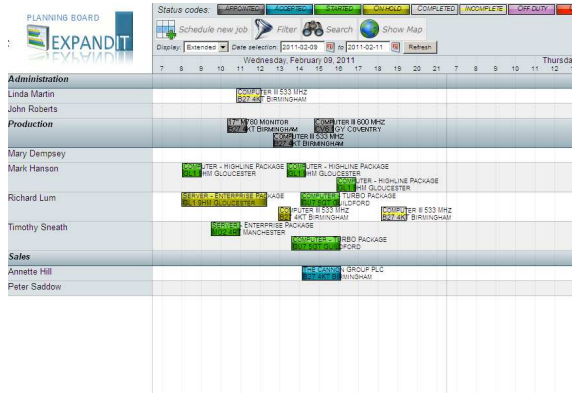
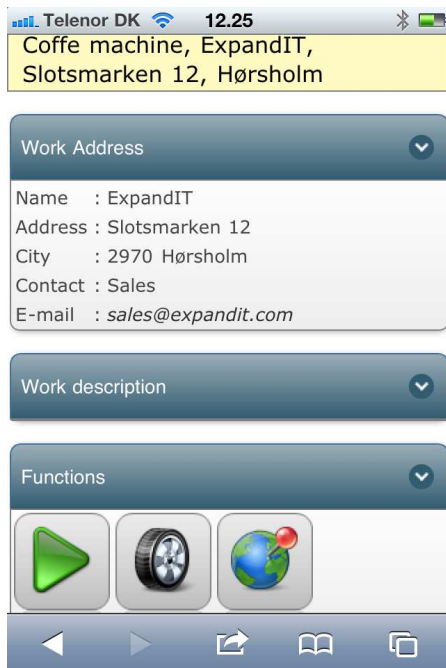




ExpandIT Mobile Service Management supports business processes where services are created on Epicor iScala, Dynamics AX/Axapta or NAV/Navision and are assigned to service technicians by a dispatch board.



On the mobile computer the service technician can see and accept new jobs.



The jobs on the Planning Board are color coded to match the status entered by the service technician.

Now the service technician can start to work on the job and register cost such as milage, items/spareparts and register time.

Historic information and information entered by the dispatch board such as fault codes is sent to the service technicians.



The dispatch board may also add item, resource and cost lines to each service item line such as a start fee and mandatory replacement kits.

On the mobile computer the service technician can see the customer details such as the address (map and route information) and the service item details such as number of previous services.

The service technician can register clocked time of resources, spare parts used and other cost such as mileage and fees.

In-depth information such as type of service, fault reason, fault area, symptom and solution to the problem may be added to each line.

The service technician can add new jobs; new service items and even new customers if and when the opportunity arises.



When the service job is done the customer may sign off on the registered resources. Work on the job may also be stopped for other reason and sent back to the planning function.

Telenor DK 12.28

Complete Action

- ☐ **Job complete**  
*The job is closed, and no further work can be done*
- ☐ **Send the job to planning**  
*Let the planners schedule the next action, since additional work needs to be done*
- ☐ **Send data and continue tomorrow**  
*Send the current entries to the office, and continue work tomorrow*
- ☐ **Send data and continue another day**  
*Send the current entries to the office, and continue work later*

Date: Tue Tuesday, May 31, 2011

Time: 08:00

Functions

part of the base application.

The job is returned to the ERP-system as a job-worksheet which in turn can be posted as an invoice or against a service contract.

Warranty and other business logic is executed in the process.

The Planning Board may be linked to optimization services using an XML-feed.

The Planning Board shows service jobs, project jobs, sales call and 'others' to cater for organizations with cross service/sales/project teams.

ExpandIT Mobile Service Management links to Dynamics AX/Axapta, NAV/Navision and to Epicor iScala.

The mobile clients may be laptops, netbooks, tablets or smartphones.

Windows device have offline usability.

For more information please contact [sales@expandit.com](mailto:sales@expandit.com) or visit [www.expandit.com](http://www.expandit.com).

A print of the registration which may later end up as invoice lines is also

PLANNING BOARD

Status: APPROVED | ACCEPTED | TRAVELER | STARTED | ON HOLD | INCOMPLETE | COMPLETED | OFF DUTY | URGENT

Display: Extended | Date From: 2011-05-30 To: 2011-06-06 | Update

Tuesday, May 31, 2011

ADMIN - Administration

DEV - Development

GRP1 - Group 1

GRP2 - Group 2

Market - Mark Information

PROD - Production

SALES - Sales

TRAVEL - Travel

MC - Morten Callesen

JC - Juan Caralis

IR - Iratxe Caraballo

JMA - Jose Maria De Antonio Peña

EE - Erik Enggaard

AR - Annette Hill

VIC - Vito Vicensen

MACD - John Macdonald

JN - Johnny Nergaard - QBS

MQ - Manor Quarry

RR - Rene Richard

KRU - Keith Russell

PS - Peter Sadov

VSC - Volker Schneider

OST - Otto Strandig

DV - David Venero

IVD - Nacho Vicente

FVA - Frank Wagman

KWA - Karen Wamnght

CSW - Chris Walthall

Service - Service

SSE - Sleg Seeling

TX - Texas

WMS - Warehouse

JCARP - James Karp

Edit job

User: Order pool for Administration

Status: Accepted

Start: 2011-05-30 12:22

Finish: 2011-05-30 13:22

Details

Service order ID: NEW000436\_10000 (Service)

Contact: Sales

Customer: Sletmarken 12

Service Item: ()

Description: Coffee machine

ExpandIT develops standard software that facilitate systems integration, modification and implementation of fully integrated, open-application mobile ERP-solutions and web-applications.