

# eENTERPRISE FIELD SERVICE

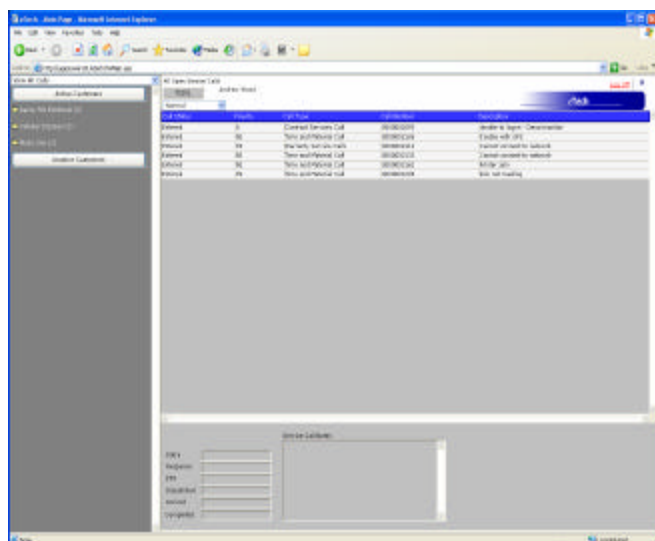


## eTech

Utilizing an integrated solution such as eEnterprise Field Service can greatly increase the efficiency and effectiveness of your entire service operation. The ability to manage customer contracts, accurately track parts and labor usage, automatically generate preventive maintenance service tickets, create customer and vendor returns and manage internal depot repairs help to turn a former cost center into a true profit center. However, while many of these functions improve the operations of your field service office staff, they offer little to the remote field technician. The eTech module provides a solution that allows your remote technicians to enjoy the benefits of the Service Call Management system, even while operating in the field.

## eTech

- ? eTech is accessible through any connected client, allowing a remote field technician to access service call information from a laptop through a dial-up connection, a desktop computer in the office or even an available terminal at the customer site.
- ? eTech provides the ability for the technician to record parts and labor usage against an open service request, as well as expenses incurred and additional charges to be imposed.

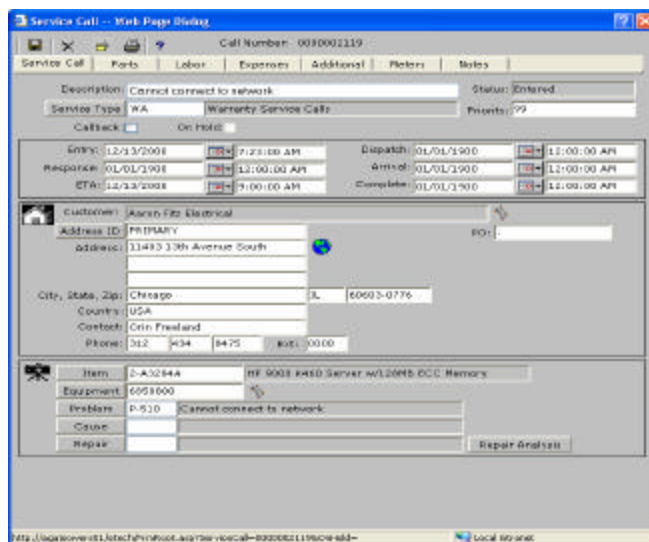


The -browser based design of eTech reduces training requirements and provides flexible access options.

- ? Allows new service requests to be initiated in the field, reducing the need to contact the office.
- ? Field technician's trunk stock can be printed for easier cycle and stock counting.
- ? Meter readings can be taken and tracked for metered equipment, allowing for successful

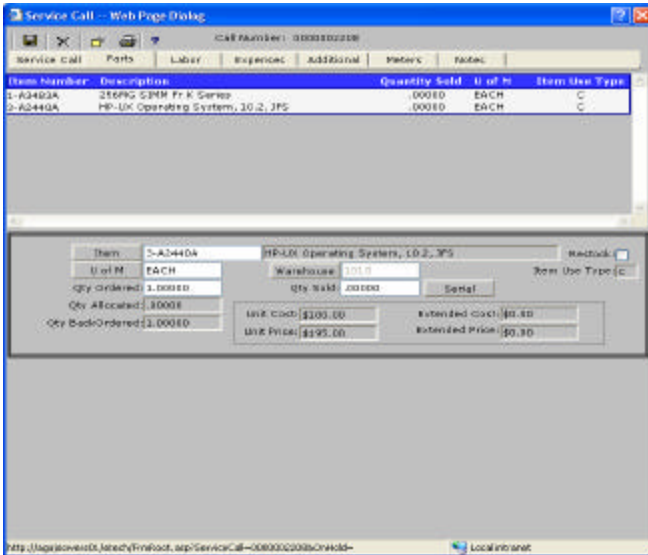
billing and revenue recognition based on usage.

- ? Features such as the ability to display a customer's location on an online map via Microsoft MapPoint<sup>1</sup> or view customer and item service history improve customer satisfaction by expediting the repair process.
- ? Service tickets can be printed while on-site, allowing for customer review and a customer to sign-off on work performed before an engineer leaves.



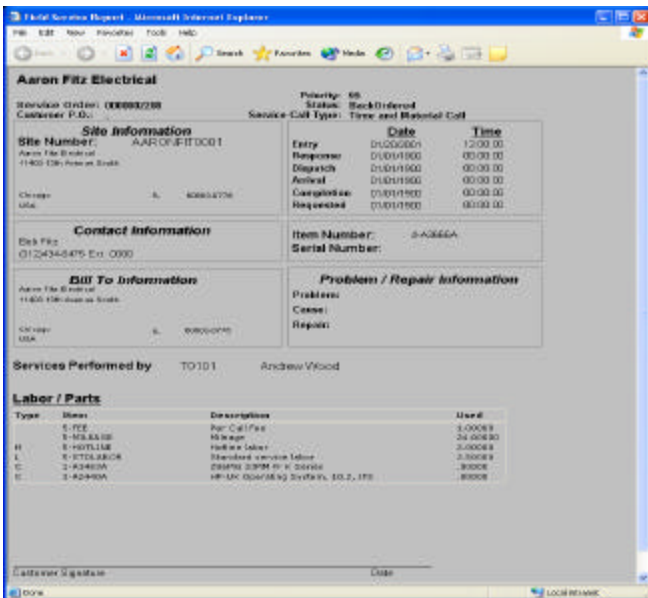
eTech allows a field technician to view and update all the relevant information on an open service ticket.

<sup>1</sup>Microsoft MapPoint 2002 must be purchased separately.



Full integration to eEnterprise Inventory allows a field technician to view the quantity they have on-hand in their trunk stock, as well as stock available across the organization.

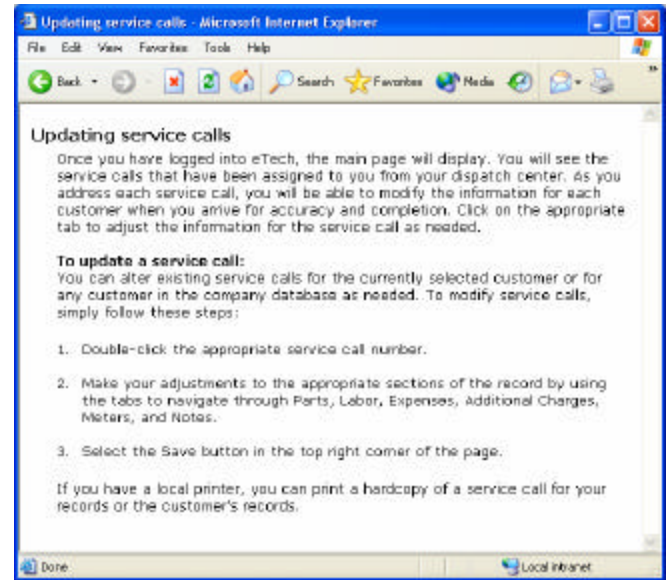
- ? The intuitive -browser design reduces training time for field engineers.



The reporting capabilities of eTech allow a technician in the field to produce professional service ticket reports for customers, submit expense reports easily and quickly as well as ease the task of performing Inventory trunk stock counts.

- ? A technician can view and update his or her own schedule, expense reports and indirect labor entries while on-the-road, reducing unnecessary trips to the office or calls to a call center representative.

- ? The reduction in time between the completion of work performed and the updating of service information results in faster billing turnaround, reducing receivables outstanding and improving overall cash flow.
- ? Technicians can view and update both customers with active service tickets and those that do not already have open service requests.



Complete on-line help provides a valuable resource for field technicians when technical questions arise.

- ? The ability to record detailed service call notes and track pre-established problem, cause and repair codes while the information is still fresh in a technician's mind reduces errors and provides a more complete audit trail of work performed.
- ? Complete on-line help enables field engineers to instantly access detailed information on fields and 'How-To' processes, thus enabling self-help and reducing corporate IT support overhead.



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