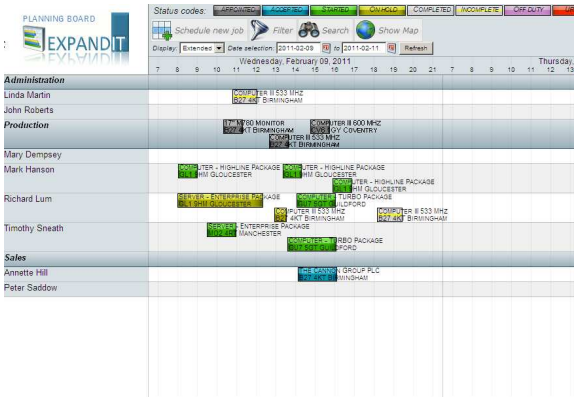
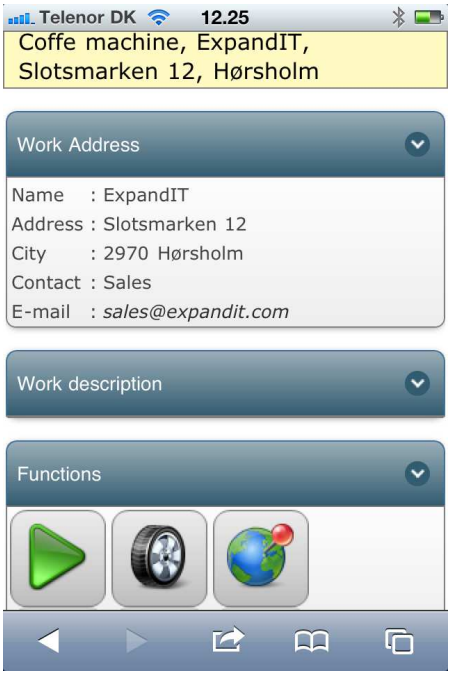
ExpandIT Mobile Service

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.

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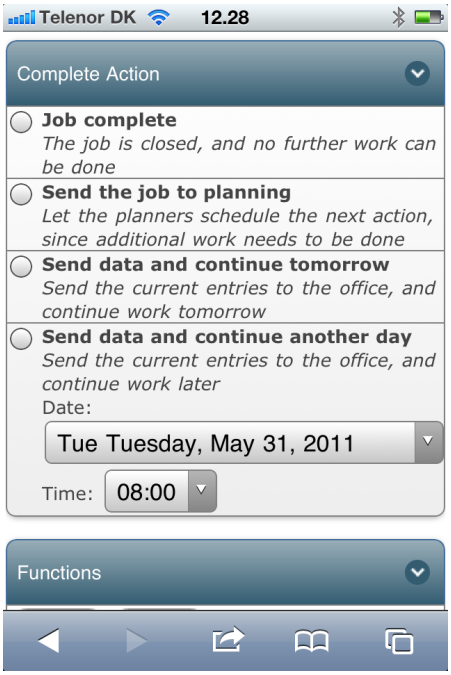
When the service job is done the customer may sign off on the registered resources.
Work on the job may also be stopped for other reason and sent back to the planning function.



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

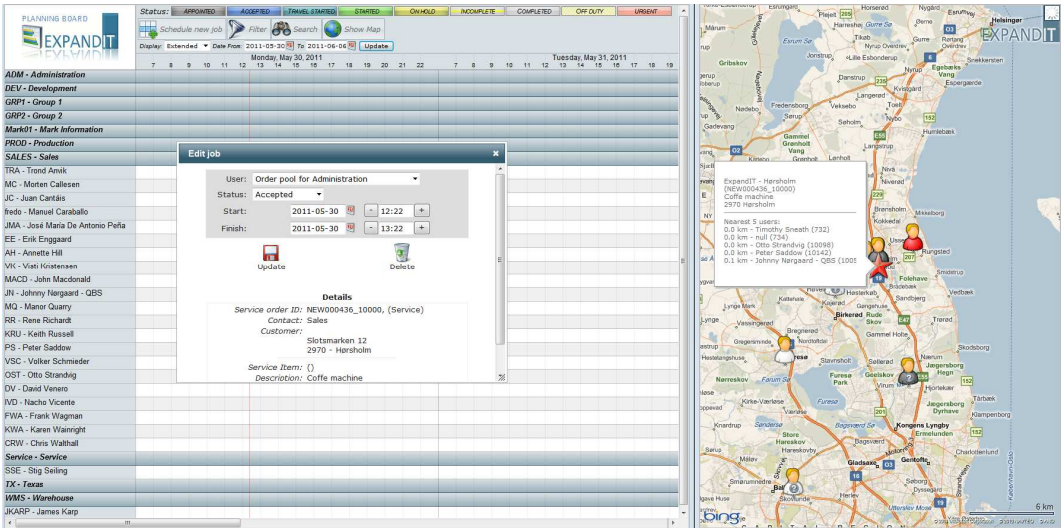
The Planning Board shows service jobs, project jobs, sales call and 'others' to cater for organizations with cross service/sales/project teams.

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 or visit www.expandit.com.



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