

FieldConnect's FieldDirect empowers your customers with 24/7 access to real-time service call information, building loyalty while reducing service delivery costs.

FieldDirect is a secure, scalable web-based solution for dispatchers, management and customers requiring access to your existing Sage Timberline field service database.

Empower Your Customers

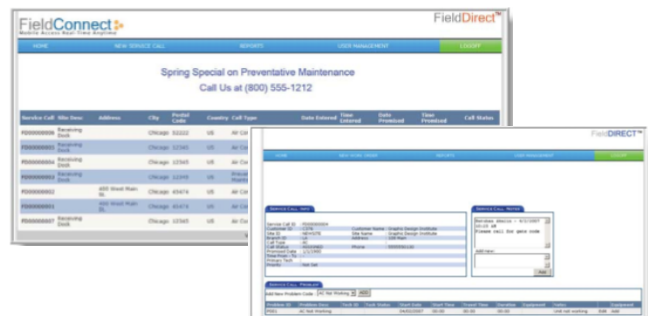
In today's competitive environment the customer is king. Without their loyalty, reference-ability and repeat business no company can survive. Achieving this today requires better response from field service organizations.

FieldDirect automates the "last mile" between your customers and your corporate service management database.

Specifically FieldDirect allows you to:

- ❖ **Eliminate inbound status calls:** You can no longer tolerate the volume of customer calls for service status. You need to securely provide instantaneous access to status for your customers' service status requests 24/7.
- ❖ **Ease Dispatcher Duties:** You can no longer afford dispatchers playing telephone tag with your customers. You need to have real-time communications of service call status between your customers and the dispatcher.
- ❖ **Enhance Customer Satisfaction:** An unhappy customer is expensive and can even lead to loss of business. Ensuring prompt and complete response to service calls improves satisfaction ratings.

Empowerment Fosters Satisfaction



FieldDirect is a customer self-service solution that delivers a new level of value for today's competitive field service challenges.

FieldDirect can deliver immediate value to any field service organization:

- ❖ **Strengthen Customer Loyalty** – Deliver superior customer service with 24/7 access to all service information; eliminate calls and waiting on hold for status.
- ❖ **Increase Service Revenue** – Drive return visits with ease of use and free dispatchers from routine inbound calls allowing more time with customers looking to spend money.
- ❖ **Gain a Competitive Advantage** – Self-service interface reduces costs while real-time information improves customer satisfaction.

For more information about FieldConnect products:
Call. 1.949.428.1540 | Click. www.fieldconnect.com

Implementation is a Snap

FieldDirect can be easily installed into an existing environment, connected and setup, typically in a matter of hours, to existing Timberline service management solutions. It operates as a Web Service and allows real-time communications with your services database.



Seamless Integration to Service Management

FieldDirect has a proprietary link to Sage Timberline Service Management software to facilitate fast and secure real-time communications between your dispatcher, management or customers and the service management database.



Customer Service Portal Made Simple

You can integrate the FieldDirect solution easily into your current customer portal or use it as a new stand-alone value-added service for your customers enabling self-service on status checking of field service requests or opening new service requests.

FieldDirect Features

Security: Setup users to access one or multiple sites; access rights determined at login and ensure information privacy and security

Customer Service Portal: At-a-glance access to all service calls with ability to filter by open, closed or invoiced; can view site description, call type, location, date/time promised and call status

Open New Service Calls: Users responsible for multiple sites can look up by company name, site name or postal code; ability to set service call priorities and display customer name, site name and contact along with service call information and problem codes

Document Management: Easily manage private and public folders for information accessible to users with appropriate privileges

User Management: Associate user with group and define group privileges for information access; can also define group responsibilities across multiple sites

Connectivity: Via any internet connection

Reporting: Flexible search capabilities with ability to select reports for single or multiple sites for display, print, email or export to MS Excel

Requirements and Dependencies

Sage Timberline version 9.4 or later; ASP .NET, IIS 6.0, and .NET Framework 2.0 SP1

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FieldConnect ●●
Maximizing Field Service Profitability

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