TechDispatch™

MANAGING THE FIELD:
MOBILE & DISPATCH PRODUCTIVITY SOFTWARE

Managing Field Service Processes & Personnel with TECHDISPATCH.

TECHDISPATCH from Kutir Mobility is a full-featured flexible, customizable web and mobile framework designed to manage field service processes and personnel. An enterprise-class application, **TECHDISPATCH** offers a clean, colorful, and intuitive User Interface (UI) along with a wealth of features. Features include work order assignment and management, field service personnel task management, asset/inventory management, route optimization, time tracking and more. **TECHDISPATCH** was developed using the RhoMobile framework from Motorola Solutions.

THE EXPERIENCE

TECHDISPATCH is a mobile field service solution that simplifies work order management and technician dispatch. The web-based dispatch application and the field technican mobile application automatically synchronize data. Both have modern, intuitive user interfaces that reduce work load, cycle times, and error rates. Translation - more efficient business operations and higher customer satisfaction.

Even when not connected to a communications network, the field technician can capture work order data such as arrival and departure times, status of the work order, inventory model and quantity used, photos, notes, time, electronic signatures and work order history. The barcode scanning feature reduces errors typically made when inventory data or asset data is captured manually, saving companies minutes or even hours of productive technician time who might have to return to a job site otherwise to correct the error.

A dispatcher can quickly create and assign routes for each technician and can quickly create management reports.

TECHDISPATCH has two components:

• Web-based Dispatch system used by Administrators & Dispatchers
• Mobile application used by Technicians/Drivers

RMS Omega technologies

Contact us to schedule a demo!

DISPATCH SYSTEM (Web-based)

The dispatch system includes, but is not limited to, work order management, technician assignment and maps for location-based services. The system is designed to be self-contained out-of-the-box but also has the flexibility to interface/integrate with external systems to exchange data, such as accounting and invoicing and parts/inventory information.

Key System Components:

- Dashboard view of the system including open & completed Work Orders
- Assign tasks to technicians based on their training, availability, proximity to a client location, etc.
- Technician dispatch
- Schedule tasks
- Track location of technicians in real-time
- Send optimal route to technicians
- Customize tasks to be performed by technicians
- Customize to various verticals
- Customer/Client management
- Account management
- Warehouse and in-vehicle parts & inventory management
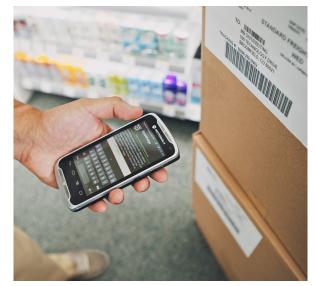- Customizable reports
- Invoicing and billing

MOBILE APPLICATION

Key highlights of the mobile application used by field technicians:

- Works on a wide variety of tablets, rugged mobile computing devices & smartphones
- Works in online and off-line modes
- Automatic synchronization of data with the dispatch system
- Customized task list guiding the technician in performing their work
- Route optimization, route planning & turn-by-turn directions between various locations
- Scan barcodes
- Capture images
- Capture signatures & get electronic service delivery confirmation

Contact us to schedule a demo!