



ESR

Field Service Management System



IT45 Inc. (www.it45.com) takes a giant leap forward in with its revolutionary ESR Field Service Management System.



With ESR, the creating, sending and management of accessing service requests could not be easier or more efficient. Communications from the field between technicians and dispatchers is done effortlessly and accurately in real time mode. The creation and completion of work orders, and the submission of billing information (parts & labor) can now all be done electronically from the field - there is no more need for paperwork.

ESR was designed in tandem with both dispatchers and service technicians. IT45 has combined its extensive experience with wireless communications with the new generation of hand held computers to offer excellent, leading edge wireless data communication solutions. ESR makes it possible for businesses to have real-time connectivity between their service technicians in the field and the home office.



The benefits are improved profitability, reduced operational costs, and enhanced customer satisfaction.



IT45 inc.



KEY ELEMENTS

ESR Field Service System has the following key elements:

- Field service functionality designed specifically for that purpose;
- Reliable hand-held computers;
- Wireless communications using the Internet;
- Easy integration with existing corporate systems.

FIELD SERVICE SOFTWARE

ESR MANAGER ...

is the heart of the Field Service System. It provides Web-based dispatch and call center capabilities. It interfaces to a technician's mobile computer and supports both dispatchers and office personnel. It also maintains an online corporate knowledge base of information for employees, and provides accurate and timely status of technicians and service actions.

ESR MOBILE ...

Designed for field technicians using mobile computers and wireless communications. It captures customer site information while creating seamless communication between technicians and the office. It provides technicians with real-time work orders, equipment and site history, parts and customer information, automatic time sheets, email messaging, additional service requests, and more - all at the touch of a button.

RELIABLE HAND-HELD COMPUTERS



Groupe Techna distributes and supports a broad range of mobile devices and operating platforms including affordable and easy-to-use PDA's running Pocket PC™, LINUX™ and Research In Motion (RIM™), as well as top-of-the-line handheld computers that run Microsoft Windows® CE. We also complement these with a selection of rugged and dependable portable field printers and vehicle printers that can be purchased for printing receipts or service orders for clients.

THIN-CLIENT COMPUTING

ESR is 100 percent Web-architected. This eliminates costly remote software administration and support and allows access to the system from any Internet-connected PC, anywhere in the world.

EASY INTEGRATION WITH CORPORATE SYSTEMS

ESR can be integrated with most accounting and payroll packages, as well as some CRM systems, allowing you to leverage your investment in your existing business systems, while reaping the benefits of ESR.

