

...Expertise in the Field



EAGLE FIELD SERVICE

www.eaglefieldservice.com





Improving service using Field Service software

Eagle Field Service is leading the way in advanced and flexible field service management software. Built using the latest innovative Internet technology our browser based solution delivers unprecedented levels of control and visibility to field service businesses.

The Eagle Field Service management system is a complete service and mobile management solution providing real-time information and resources to field based engineers delivered directly to their mobile or touchscreen device. Service engineers are able to access and relay information directly to the back office management system. This ensures that mobile data and customer information is unified throughout the company. The Eagle Field Service Assisted Scheduling solution provides the ability to manage one off calls, constantly monitor engineers' diaries and view optimum time slots and spare engineer availability.

Exel Computer Systems plc was established in 1985, and today we are a leading force in the provision of integrated business solutions for field service providers. Our philosophy is to supply companies with state-of-the-art, flexible business solutions, and to enable our customers to achieve leading-edge business operability.

Today, Exel serves an increasingly diverse customer base, which includes small, medium and large size companies. With hundreds of successful implementations and tens of thousands of users in the UK and around the world, Exel have a proven track record of working with some of the world's most well known companies.

A complete solution not just a software package ...

Exel are the authors of the Eagle Field Service solution and have a rich experience of over 25 years of understanding customer requirements and then successfully delivering business management implementations. This ensures that companies using Eagle Field Service are best placed to overcome the challenges not only of the current business environment but those that will emerge in the future. It means that we'll still be here in the years to come continuing to support our customers and therefore offering a degree of future proofing of investment that smaller, less experienced companies cannot give.

Typical symptoms that mean you are ready for a service system

- No knowledge of engineer schedules or productivity
- Takes too long to generate invoices
- Unsure which jobs/contracts are profitable (job costing)
- Over or under stocked vans
- Duplication of paperwork/rekeying data to multiple systems
- Real-time management reports unavailable

The solution .. Eagle Field Service

Exel Computer Systems can provide clear and practical advice and solutions for businesses looking to deploy field service software.

Implementing the correct solution with the right technology is key to improving customer service and having a positive impact on the bottom line.

The fully integrated, complete business solution

Eagle Field Service provides an end to end solution that enables companies to achieve increased efficiency and customer service, maximise profits and build competitive advantage.

The core elements of the Eagle Field Service system include a comprehensive Contact Management system, Quotations, Warranty Service, Assisted Engineer Scheduling, Remote Engineer applications, Workflow, Call Centre Case Management and Planned Maintenance. Additional integrated modules include Document Management, CRM, Stock Control, Purchasing, Finance and Vehicle/Engineer Tracking.



Improve efficiency and utilisation by providing both your office-based and mobile staff with the software to streamline and re-organise resources to work more efficiently. A single integrated system for maintaining contact information, warranty information and call centre cases, along with an accurate record of the location of engineers and parts will allow co-ordinators to utilise resources as efficiently as possible, and to support your engineers with accurate, up to date information.



Functionality at a glance

- Comprehensive Contact Management
- Warranty Control
- Planned Maintenance
- Call Logging & Escalation
- Engineer Scheduling
- Engineer Skills Matrix
- Remote Engineers
- Job Costing
- Invoice Generation
- Document Management
- Task Management/Reminders
- Mapping Web Services
- GPS Tracking
- Postcode Lookup web services
- Audit Trail
- Multi-Language
- Changeable Style Sheets
- Text Messaging
- Integrated Workflow
- Fully integrated to the EFACS business suite
- Integrated with MS Outlook
- Easy integration with other packages

Future proof your investment

At the core of the Eagle Field Service solution lies toolset technology that future proofs your investment. The built-in Workflow and Customisation Toolsets ensure that as your business processes change or your customer requirements grow, the Eagle Field Service solution can be adapted to meet these changes by empowering you to change the system without needing to involve the software author.

In a constantly changing business environment Exel is a provider you can trust, and with continual product investment, a company which will be around in the future.



Empowering our customers

Eagle Field Service uses the latest innovative Internet technology to provide accurate, real-time information to field based engineers and sophisticated management applications for back office operators and management. At the core of the Eagle Field Service solution are the Management Reporting, Document Management, Workflow and Customisation Toolkit modules. This underlying technology provides the basis for increased operational efficiency and productivity, leading to improved customer service.



Customisation Toolkit functionality enables Eagle Field Service to combine the power and stability of a standard off-the-shelf package with the important added benefit of a system that can be tailored to meet the precise needs of your company. The development toolkit enables specific staff to add or enhance functionality, ensuring you do not outgrow the system.

Management Reporting is a key requirement of any business system. The Management Reporting functionality provides accurate, consolidated business information via an easy to use, real-time reporting system. Users will be empowered by being provided with the information they require for their job function, and management will be better informed to make strategic decisions.

Document Management provides quick, secure and auditable access to information. The retention, storage and accessibility of documents within a business are critical to its efficiency. By allowing documents to be centrally stored and accessed in the office and on the road, the speed at which your organisation can respond will be greatly enhanced.

Workflow automates business procedures and improves operational efficiency. The Workflow module provides a framework for integrating the flow of a company's business activities with the standard operation of the software. By freeing up your time from repetitive administrative tasks Workflow saves time, which ultimately increases profitability.



Quotations

Rapid response to enquiries and the generation of accurate quotations is essential to providing a high level of customer service and winning future contracts. Eagle Field Service has a powerful and flexible Quotations module which enables rapid quotation generation as well as enabling the management of detailed tender documentation. Full progressing and monitoring facilities for outstanding quotations are provided, along with automatic quotation transfer creating firm sales orders upon quotation acceptance.



Maintenance Contract/Asset Management

Any number of supported products (assets) across any number of sites may be supported under the service contract function. The contract price may be defined by contract period or optionally be derived from the charge per supported product. Individual SLAs may be defined by supported product and allow differing response levels by asset. Regular maintenance invoices are generated and posted through to the invoicing module.



Call/Case Management

The Call Centre functionality is appropriate to a business that needs to monitor and control after-sales service to their customers. Through the Call Centre module a unique case number is raised and monitored through its life cycle. Cases may be categorised and assigned a priority or service level. All correspondence and activities related to the case may be tracked, photos and records of problems can be stored, and correspondence relating to technical issues maintained. Once recorded, a case can be assigned to an engineer via the Assisted Scheduling module.





Scheduling

The Assisted Scheduling functionality provides recommendations for selecting the right engineer at the right time. Users can schedule and manage one off calls, constantly monitor engineers' diaries and have the ability to view optimum time slots/spare availability, whilst mirroring the engineer bookings in their Outlook/Lotus Notes diaries.

Designed with similar characteristics to common office applications, panels can be activated/de-activated dependent on the role of the user or spread over dual monitors. The in-built and fully configurable decision engine selects which engineers to recommend based on rules such as minimum distance, least cost or within SLA. All recommendations take actual road mileages into account.



Remote Worker/Mobile Data

Eagle Field Service allows service engineers real-time access to cases, schedules and mobile data. Case updates are relayed real-time to the back office management system, ensuring that company wide mobile data and office-based information is unified throughout.

This modern real-time mobile solution works on or off-line on different platforms, including PDAs, smart phones and laptops. Cases appear on an active jobs list once they are assigned to the engineer. The engineer can then book activities via a series of events, which update the case in real-time.



Purchasing and Stock

The Purchasing and Stock functionality within Eagle Field Service allows users to view and monitor stock levels in warehouses and vans. Re-order quantities can be defined by vehicle and part number. When stock levels fall below defined minimum levels, a request for stock replenishment is automatically sent to the appropriate user/department. Additional parts not normally stocked may also be requested against a Call Centre case at any time, either by back office staff or the engineer in the field.

Stock receipts can be routed to the engineer's address/drop box, to the customer or an ad-hoc address. Stock replenishment items sent through to engineers are visible as transit stock until they are received by the engineer.



Invoicing

Designed for ease of use and powerful management reporting, the Eagle Field Service Invoicing and Financial module is an inherently flexible system for managing the invoicing requirements of any service orientated organisation.

The range of requirements catered for by Eagle Field Service include a basic invoice raising routine triggered off the back of a service call, regular automated maintenance contract invoicing and a comprehensive fully integrated Nominal, Sales and Purchase Ledger system. Payments can be received by cheque, cash, bank transfer or by online solutions such as Netbanx.



Web Self Service

The Web is becoming the preferred customer service channel for many companies and individuals. The Web Self Service technology within Eagle Field Service offers an approach to Customer Relationship Management that allows customers and employees to access information and perform tasks via the Internet. The 24 hour a day availability and immediate access to information improves the customer experience, reduces the man-power needed, lowers costs and ultimately leads to a more efficient service operation.



Contact Management/CRM

The Eagle Field Service Contact Management system provides users with a complete view of a customer account including addresses, contacts, financial history and all communications and activities.

The CRM module facilitates and tracks all communications with external organisations, helps your business to automate the handling of inbound and outbound correspondence, and ultimately build strong, long-lasting relationships.

Broadcasting functionality offers the ability to market to your customers and prospects within one integrated solution.

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