

Field Service Management Solution

Greytrix presents a powerful, intuitive **Sage CRM based Field Service Management Solution** that can help Service Departments and Companies to manage **Schedules** and **Resources**, meet **SLAs**, get client **issues resolved** fast & efficiently, ensure **service team productivity** and assist with the timely **renewal of contracts**.

Whether your teams are onsite with a client, processing contract renewals, assigning jobs, inputting job details or uploading customer reports Greytrix Field Service Management Solution will help take the pain out of managing the process.

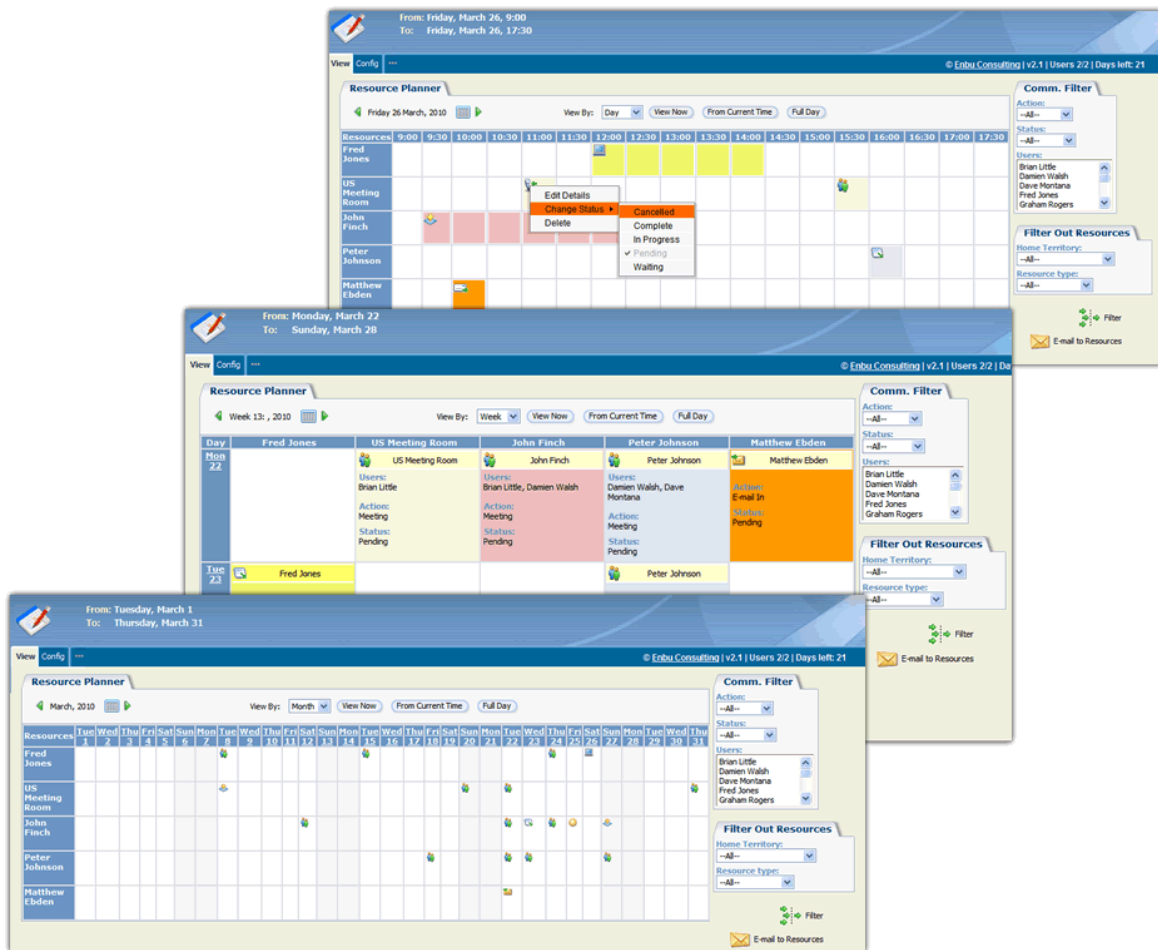
Asset & Resource Management

Field Service Management Solution enables the Service Manager to manage key assets/resources and their schedules with ease. They can get an update on the utilization of assets and/or resources at the touch of a button, and manage schedules all from one place.

Apart from being able to see resources free and busy times, the Field Service Management Solution ensures that they cannot be double booked!

Staff and Management can login and access relevant information anywhere, anytime, using laptops, smart phones or tablets.

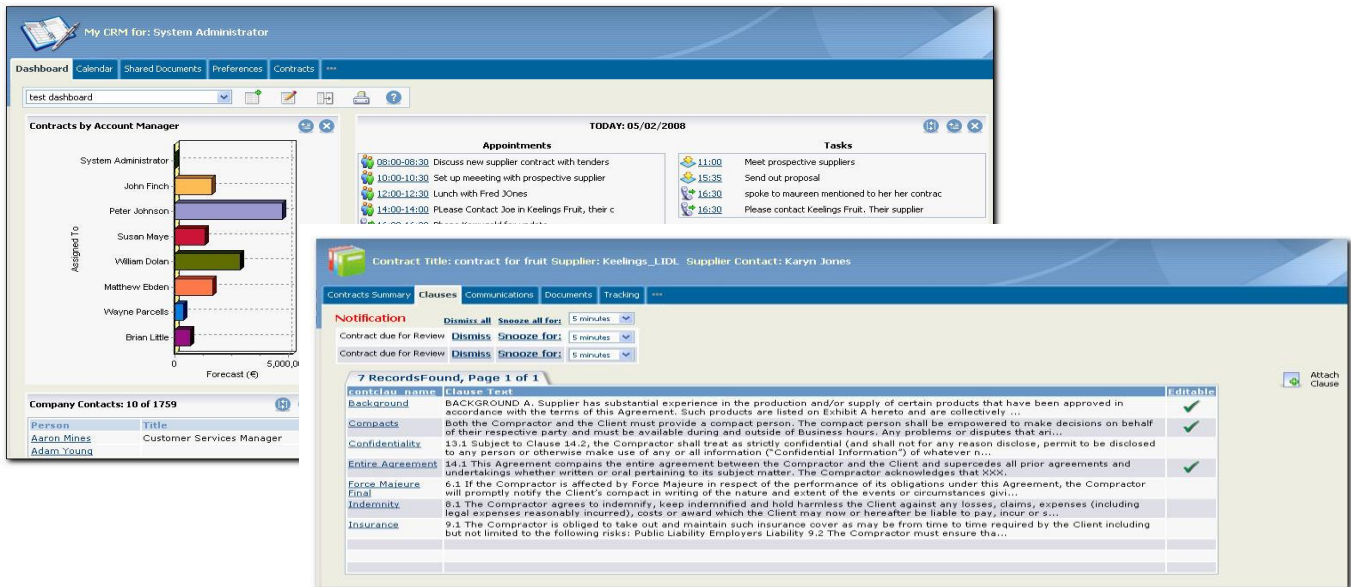
Screenshots : Each resource will have allotted time slots aligned vertically, displaying the time of day, creating a resource Time Box. (The Time slots are configurable).



Contract Management & Client Retention

Ensuring all key client information is in the center of your radar each day, the Field Service Management Solution dashboard (individual & team) can display contract status and open tasks, ensuring SLAs are met, issues resolved fast and efficiently and contracts renewed on time.

Screenshot of a Dashboard which can include individual alerts for expiring contracts and open tasks.



Screenshot of a Clause Library. You can also add and modify new clauses, depending on workflows entered in the system.

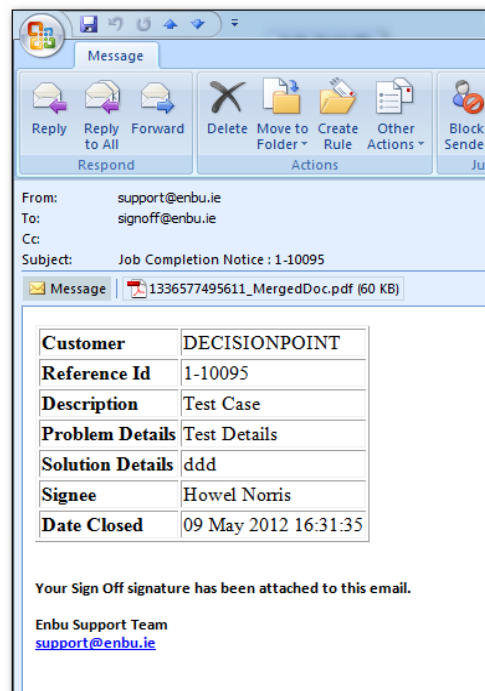
Job Sheet Approval & Sign-off

This solution also enables Consultants to get approval and actual Client sign off of a Job, while still on the Client site. The Client can see the details of the Job listing on the Consultants mobile device and sign off the job sheet, on the touchscreen, there and then.

Seamlessly integrated with Sage CRM, the Job Sheet is then automatically saved to the client file in CRM, along with the attached client signature. This feature is compatible with Android Tablets and Phones and the iPhone/iPad.



Screenshot of Job Sign-off on an Android machine.



Screenshot of sign off confirmation email and attachment.

This is the perfect solution for all Field Service Management needs. It incorporates all the benefits of CRM including user interface design, searching, reporting and document management.

For more information on Greytrix Products and Services, write to us at crmproducts@greytrix.com
Website: www.greytrix.com | **Blog:** <http://www.greytrix.com/blogs/sagecrm/>