



## Field Service Order Management

Equential is a powerful field service/work order management solution that enables service and repair personnel to easily record and securely access service order-related information in the field.

### Equential is a complete field service solution that:

- Eliminates inefficient, illegible paper-based processes
- Enhances technician productivity
- Improves company profitability
- Increases data accuracy and timeliness, and
- Ultimately delivers a competitive advantage

Equential collects customer, asset, service order, pricing, inventory and other information from JD Edwards and makes that data available to field personnel on handhelds, laptops, or other devices running on a Microsoft platform. This data can be synchronized with JD Edwards anytime, anywhere via wireless air card, cell phone network, secure 802.11 wireless network, or a connection from hotel or home.



Right onsite, field personnel can perform and record service orders, make inquiries to service-related JD Edwards information, obtain pricing for quotations, and even create new service orders on-the-fly that are pre-populated with JD Edwards customer and pricing data. By providing field technicians with

the ability to create new service orders while still onsite for a scheduled job, Equential often eliminates the need for a return service call—improving profitability and customer satisfaction.

Another strength of Equential lies in its ability to manage purchase orders and add service-related billable items such as parts, labor and travel at the time of accrual... without requiring redundant data entry later in the day or week by office staff. Technicians can also track and record non-billable components, such as warranty-related work and customer-provided parts.

The flexibility of Equential even allows field personnel to combine billable and non-billable items on the same service order. Upon job completion, field staff can invoice onsite and electronically capture customer signatures—speeding the order-to-cash cycle.

### Equential enables field service personnel to:

- Create, perform, update & approve service orders
- Access complete customer, product & asset databases
- Generate quotes and apply standard, customer-specific or special pricing
- Remotely access inventory availability and request remote inventory replenishment
- Synchronize data with JD Edwards anytime via multiple, secure methods
- Apply credits to accounts
- Add parts, labor, travel & other billable costs to orders
- Track non-billable time and expenses
- Capture customer signatures for service work, related expenses and invoice approvals
- Operate more efficiently and accurately
- Focus on their work by eliminating paperwork hassles

### Measurable ROI Benefits

- Enhance the productivity and efficiency of field service personnel
- Enable more service calls per week, per technician
- Minimize paperwork for supervisors while providing greater control over service operations
- Eliminate redundant review, validation and data entry by office-based staff
- Increase accuracy across service order information
- Monitor pricing adjustments during the day

### Features & Specifications

- Seamless, proven & scalable integration to JD Edwards via XML or ODBC processes
- Easy to learn—typically takes less than 2 hours
- Intuitive interface with easy-to-use buttons & controls
- Immediate validation of all collected data
- Barcode support to further minimize data entry
- Operates on most any Microsoft operating system

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