



DIGITAL REVOLUTION IN INDUSTRIAL FIELD SERVICE



Measure Performance

Measure service quality automatically with FTFR, MTBF, MTTR calculations.



Best Customer Experience

Establish good customer rapport with seamless communication & responses.



Provide Instant Help

Deliver help via mobile app, store & reuse knowledge of seniors for quickest fixes.

30% Quicker Dispatch.

40% Increase in FTFR.

80% Enhanced customer satisfaction.

BENEFITS

Close Eye on Technicians

Monitor Technician movements with valuable insights into distance traveled each day.

Dispatch the Best Quickly

You can make only technicians within the Geo-Fencing circle attend service requests with dynamic insights into performance.

Offline Work Mode

Continue work amidst disruptions to internet connectivity and the application will auto sync when back online.

Easy Data Retrieval in One Go

Scan QR Code to retrieve asset data & entire service history at once for complete fixes.

Uphold Business Transparency

Let you and your customers be informed of live updates on technician journeys.

Dynamic Visibility

Auto Assign service requests to technicians based on their availability and current workload.

KEY FEATURES



Workforce Management



Scheduling & Dispatching



Auto-Assign Service Request



AMC Management



GEO Fencing & Location Tracking



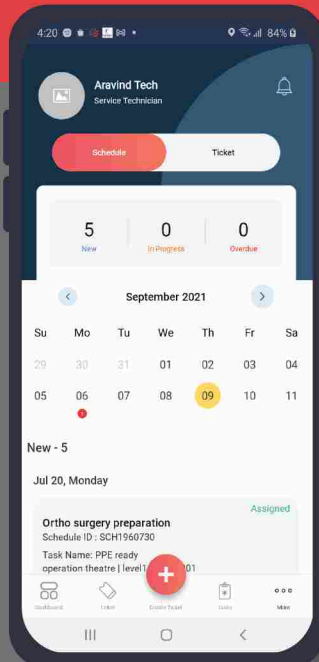
Inventory Management



Mobile App with Offline Mode



SLA for Incidents & Schedules



ADDITIONAL FEATURES



Multimedia Tickets



QR Code Generation & Scan



Track Technician Travel Distance



Digital Signature & Rating



Attendance Management



Service Ad-Hoc Scheduling



Team Collaboration Solution



Solution Bank



25+
Countries



250+
Customers



2M+
Assets



10K+
Users

Group of Companies



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ABOUT VIJAY GLOBAL SERVICES

An Agile and Innovative new age technology company, redefining the business through it's best-in-class industry specific cloudsuite SaaS Products. These products integrated with Social, Mobile and Analytical capabilities brings complete value to the customers and their business.

STRATEGIC PARTNER

