

WHAT IS IT?

Field IQ™ Work Order is part of the Field IQ™ Mobile Software Suite from BarCode ID Systems, a modular business application designed to improve the productivity and efficiency of field personnel in organizations with an outside workforce.

Field IQ Work Order is a configurable component that improves the execution and management of field work orders by providing more accurate data entry, faster communication with host systems and more efficient use of resources. It can reside on internal, local servers, or remotely—“in the cloud.”

Field IQ Work Order is designed specifically for companies that provide products and services in the field—like HVAC, plumbing, commercial and consumer installations, equipment maintenance, and more.

WHAT DOES IT DO?

- ✓ It puts all the transactional data your technicians need into their hands, while they're in the field
- ✓ It connects wirelessly to your company servers
- ✓ It updates data in field, then transmits it back to your back-office system—in real time
- ✓ It takes the guess-work out of your field operation and makes your business more efficient

WHAT WILL IT DO FOR YOUR BUSINESS?

Enable aggressive response times (and a competitive advantage)

- Route work orders to primary technician(s)
- Escalate or re-route automatically if not accepted within the time-period you specify

Let you manage and plan your inventory better

- Provide instant visibility to parts used and needed in the field
- Identify the nearest source for additional inventory

Improve your forecasting and planning of workloads and capacity

- Track technicians and parts availability
- See changes in the business activities that affect your service demands

Give your field workers the specific data they need, when they need it

- Provide critical data only – no more, no less

Put your standard GPS on steroids

- Improve field worker productivity and eliminate wasteful “detours”
- Verify your technicians have the parts (and skills!) to perform the service order
- Send the smallest, closest, most fuel-efficient vehicle as possible to the job site
- Provide instant status updates to dispatchers—adjust, cancel, reassign based on schedule status, emergencies, parts availability, etc.

Get paid faster and make more money!

- Increase the number of completed orders—without adding field personnel
- Help technicians cross-sell/up-sell by leveraging point-of-sale customer data
- Capture work order status in minutes for faster, more accurate billing
- Improve cash flow by shortening billing cycle time