Field Maintenance and Repair Service Management

Moscow,
2020

Service Order Management

Service Dispatcher

receives a request for service
from the Customer
(call, email, SMS, messenger,
automatic notification from the
customer's software)
and puts it to the database

Supervisor

schedules weekly-daily work and
issues an order to a specialist for
departure

Specialist

receives and executes an order

↓

fills out the prepared forms of the
punch list and the act of completion

↓

signs an act of completion with the
Customer's representative

↓

reports the Service Dispatcher about
the work completed (call, SMS email,
messenger) with the attachment of a
photocopy of the work completion act

↓

deliver singed act of completion to
office

Service Dispatcher

notifies the Customer about work
done with attachment of a photocopy
of the act of completion

↓

marks the request for service
from Customer as fulfilled

Estimator

prepares Bill of Quantities based on
punch list and act of completion for
billing the Customer in accordance
with contract

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Our Offer

We offer to use the Mobiorg Service solution for systematization and increase the transparency of the field maintenance and repair service management.

The Mobiorg mobile app

The dispatcher's web app

Cloud archive

The web app of Supervisor

Email / PUSH / SMS gateway
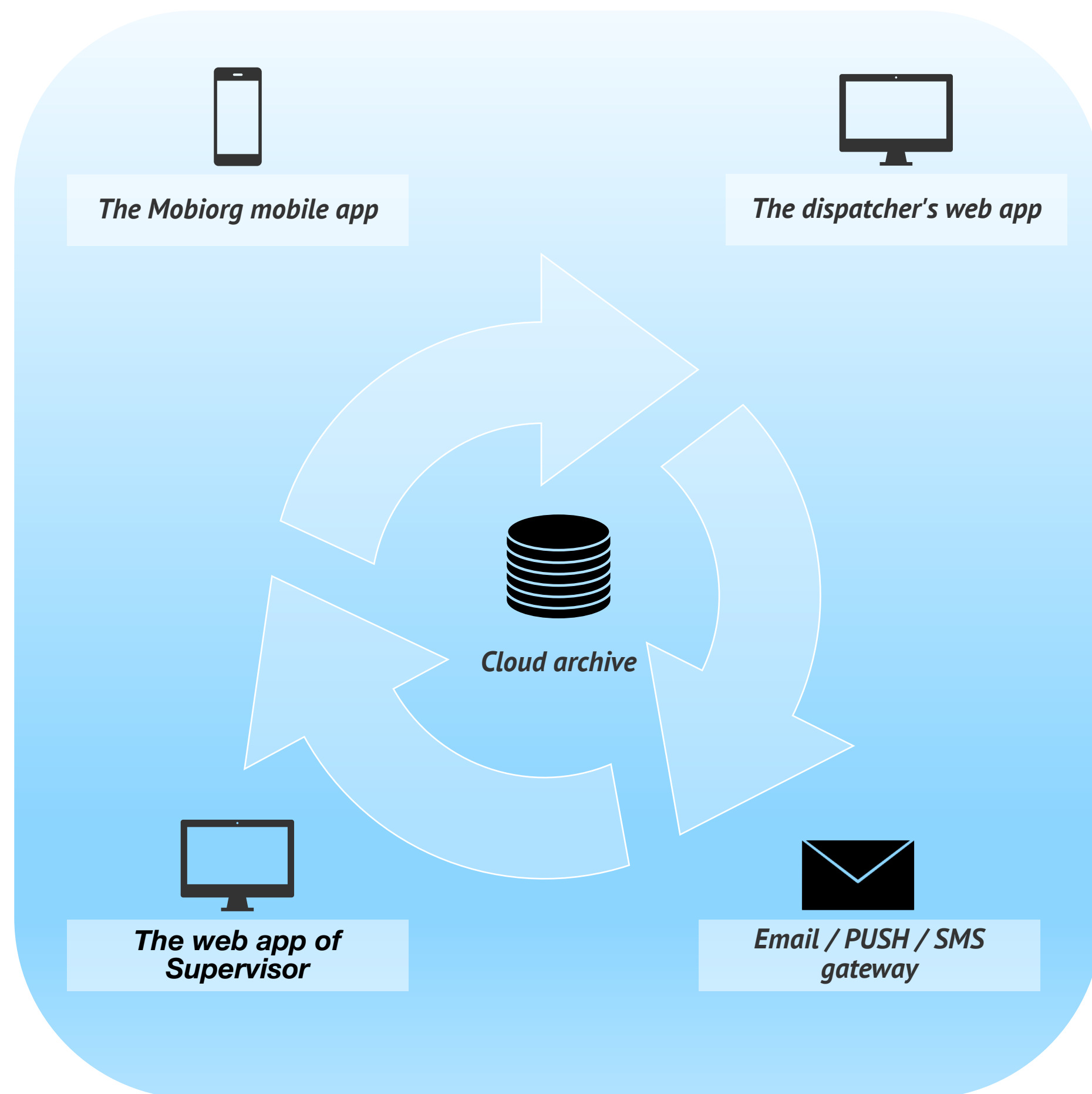
Components of the Mobiorg Service solution

The dispatcher's web app allows to create Service Order, appoint and notify field specialists, set deadlines, coordinate the work and control full Service Order cycle.

The web app of Supervisor allows to schedule the work of field specialists, implement technological standards for the field work by making checklists, receive the reports on the progress of work from all field specialists.

The Mobiorg mobile app allows field specialists and teams to receive Service orders for execution, report on the progress of work done in group chat.

Field Specialists can attach to their text messages electronic punch lists, acts of completion, reports in the form of completed checklists, confirmed by geo-location marks, photographs, audio recordings.

Email / PUSH / SMS gateway sends notifications to all workers about service order execution status updates.

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Key Features:

- recording a request for service in Service database
- coordination of the service order execution
- preparation of operational reports to Customers on the execution of their requests
- checking the location of field specialists on the map.

Supervisor Web App

Key Features:

- implementation of weekly and daily planning
- control of the field work logs
- statistics and analytics of the service work performed
- service specialist KPIs Dashboard.
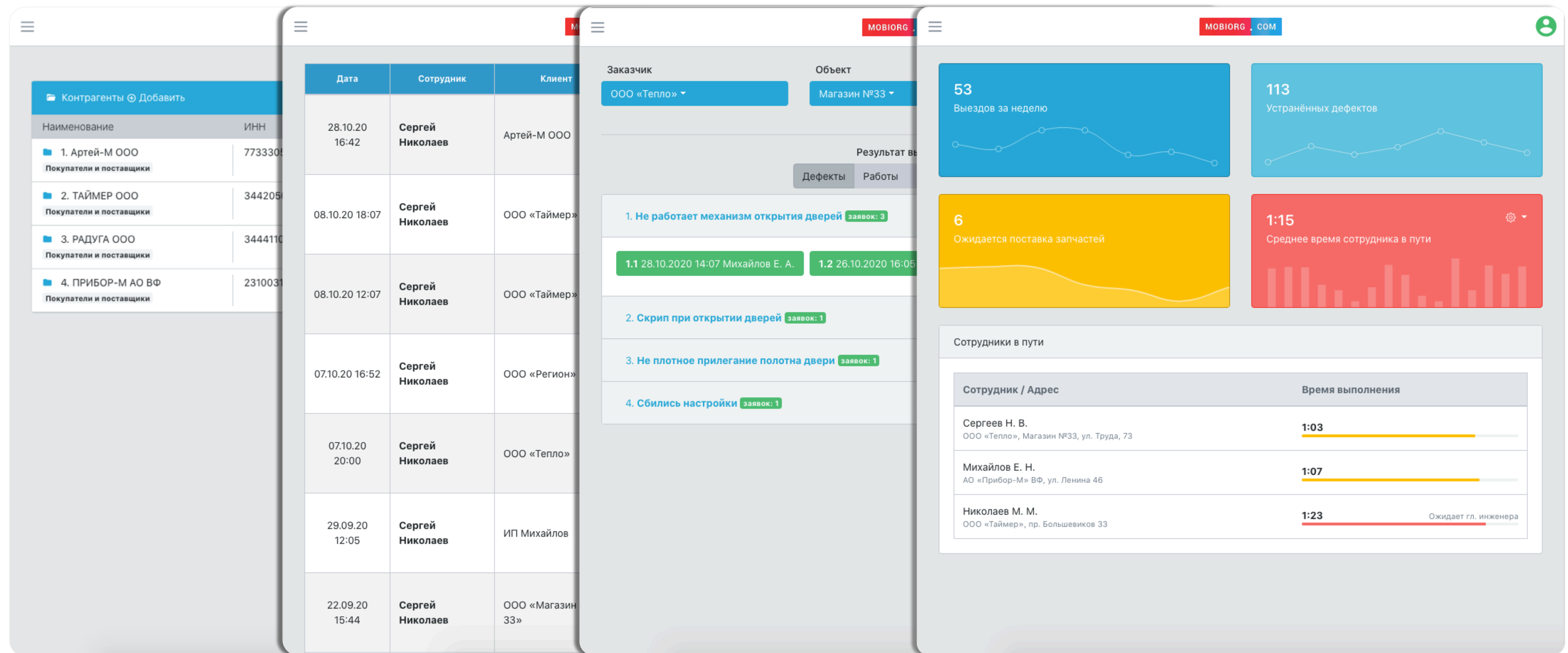
Service Specialist's Mobile App

The field specialist receives an assignment in the Mobiorg mobile application in the form of a list of work orders.

The specialist reports about progress of work in a group chat with the dispatcher and the company staff involved in order execution.

Field Specialists can attach to their text messages photographs, comments to them, electronic punch lists, acts of completion and other templates and forms.

List of work orders

Progress of work

Progress of work
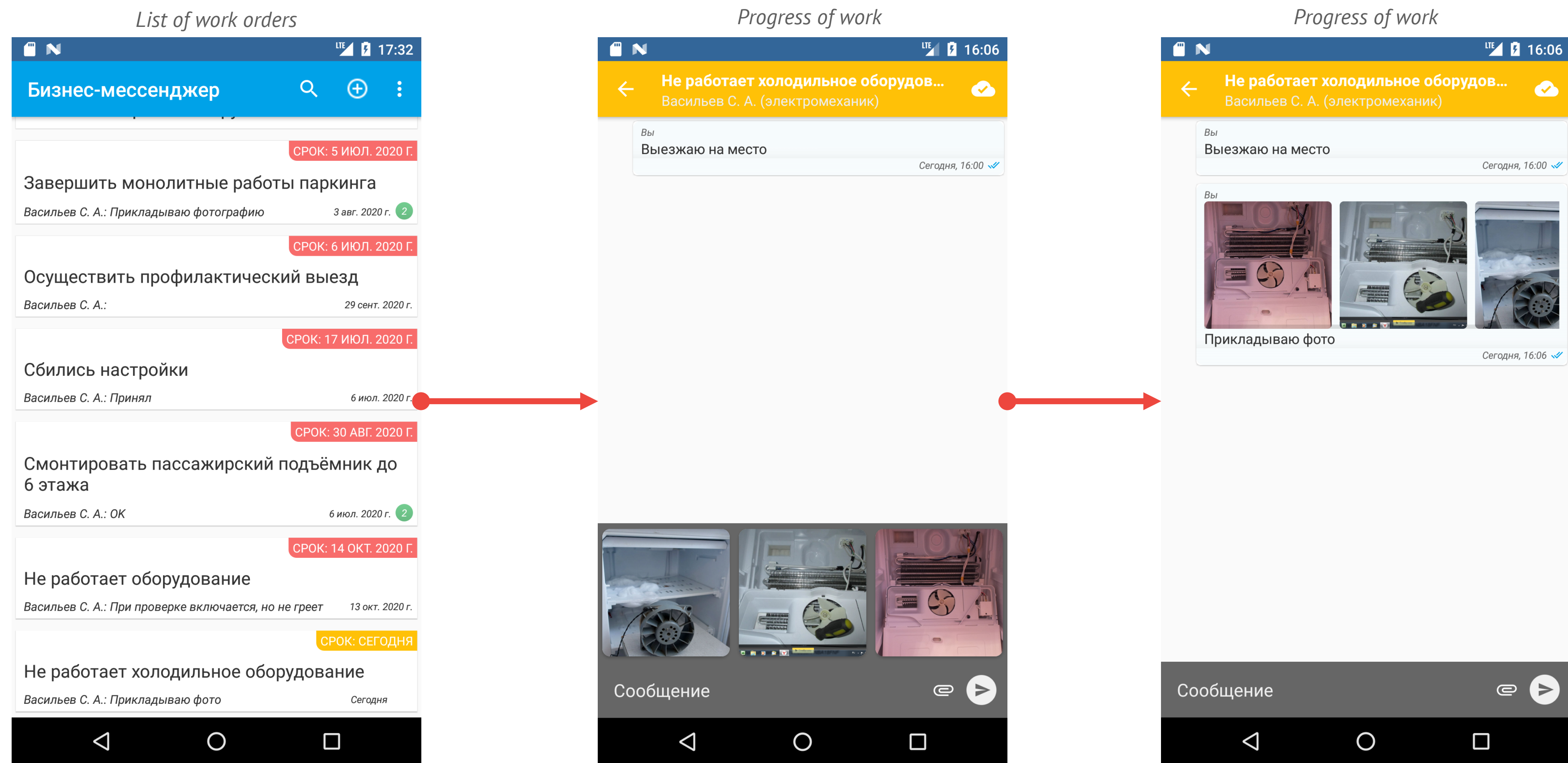
Service Specialist's Mobile App

Mobiorg mobile app supports the creation of checklists and template electronic forms of punch lists, acts of completion and other documents to improve the efficiency of the field service specialist work.

Electronic forms and document templates are configured when the Mobiorg Service solution is installed.

Running tasks

Checklist lines may include but is not limited to:

- selection a Customer and Facility

- marks and tracks of geolocation

- a list of defects with photographs and audio recordings

- a list of completed works with photographs and audio recordings

- a list of replaced spare parts and supplies with photos

- additional forms and comments.

Field Work log

Checklist for service ops

Completed Field Work

To save time acts of completion produced on-site can be sent to Customers by e-mail in Word / Excel / PDF format for signing.
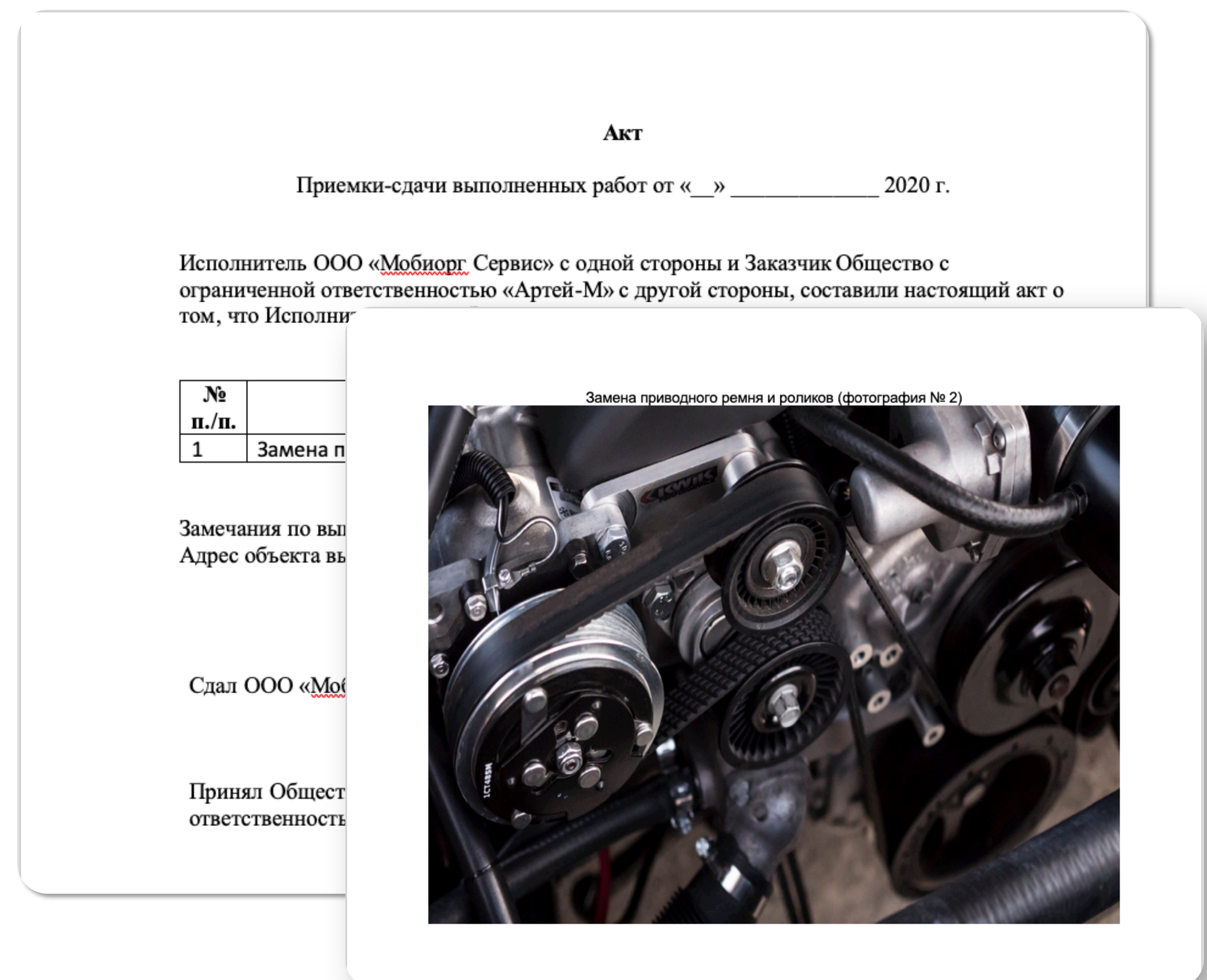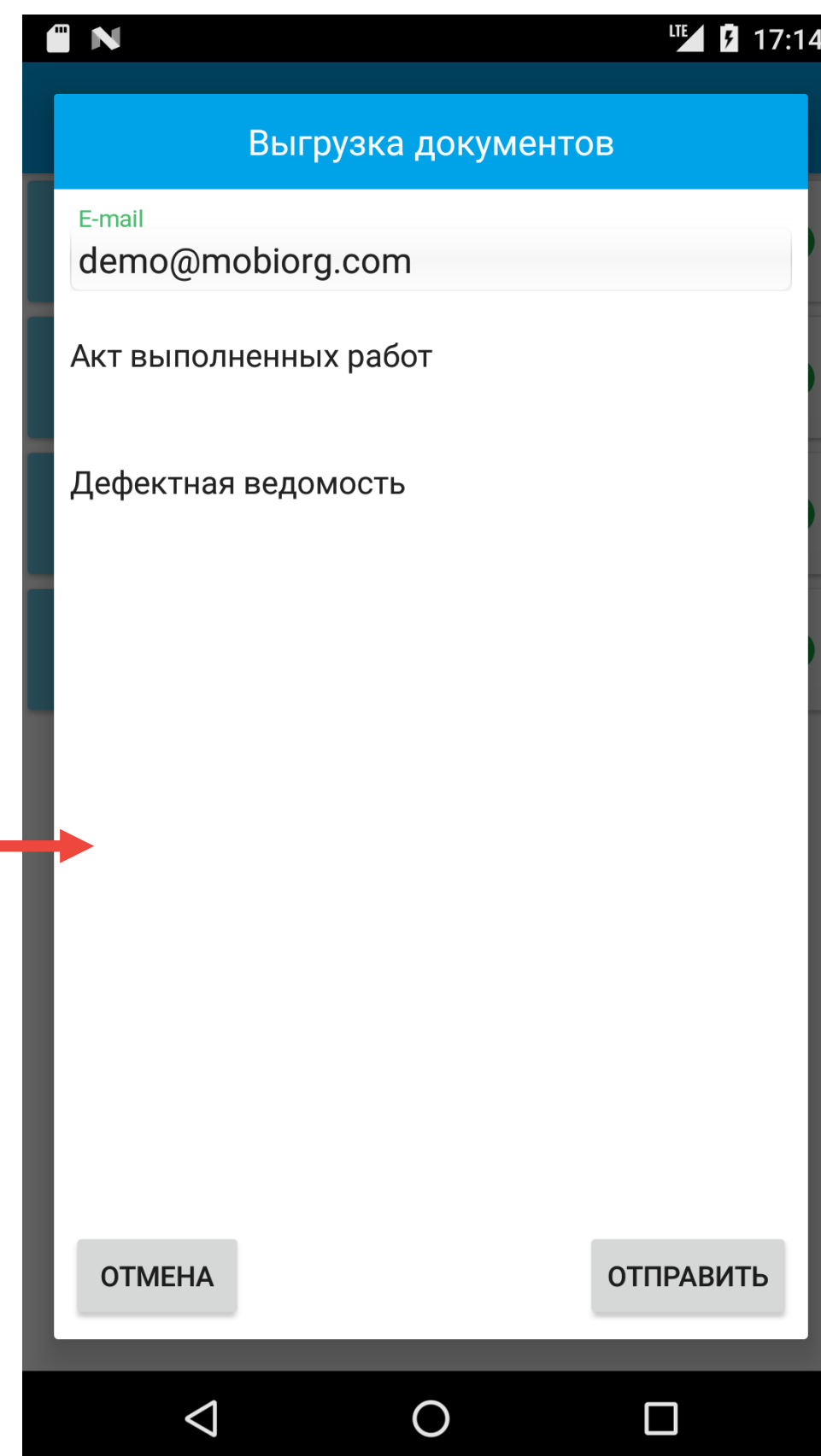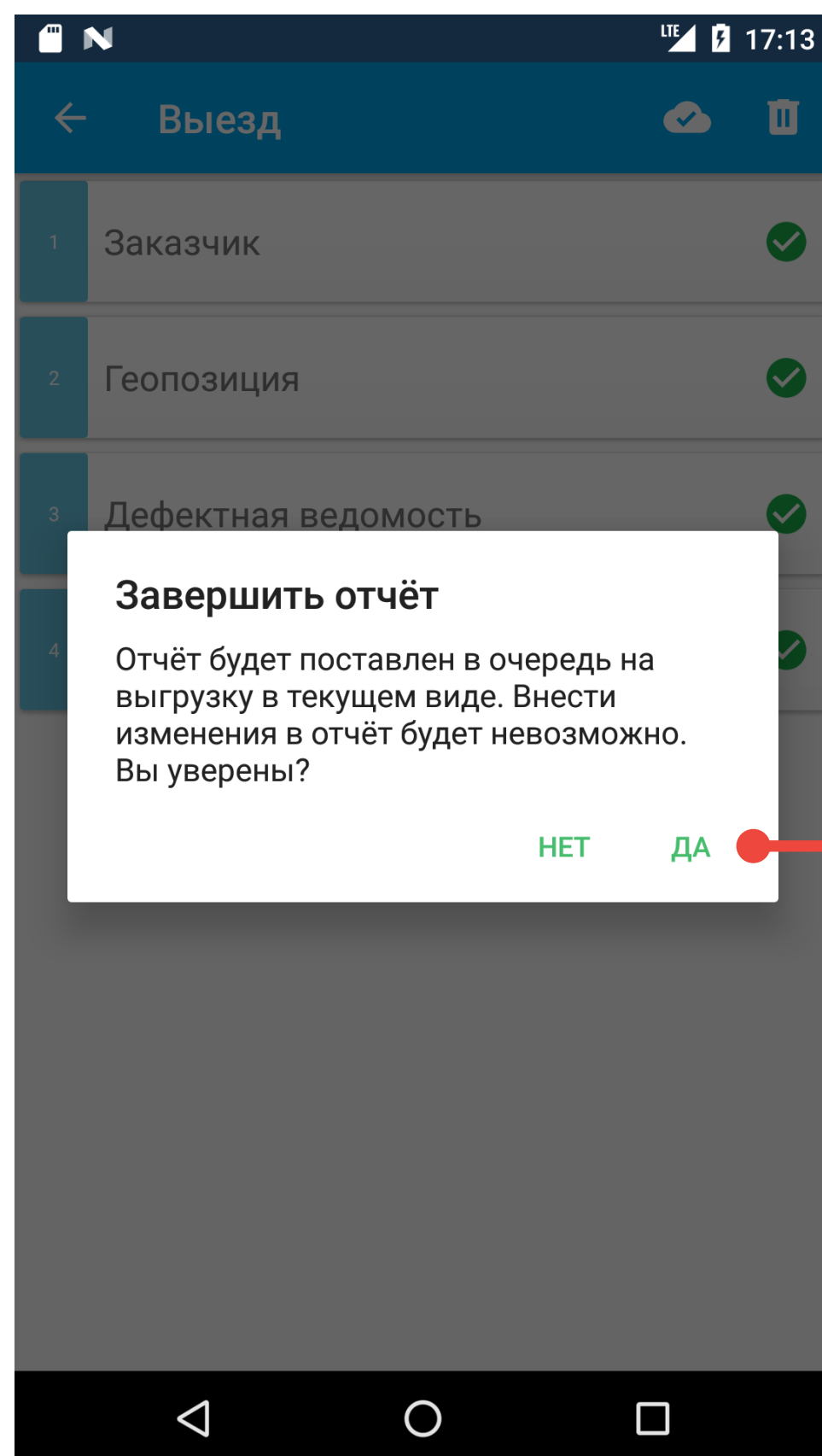
Pricing

Users:	5 (minimum)	6 — 15	16 — 25	26 — 35	36 — 50	more than 50
Per User/Month	**$15**	**$12**	**$10**	**$9**	**$8**	**On request**
Templates	3	7	10	15	20	
Cloud storage	3 GB	5 GB	8 GB	15 GB	20 GB	
Virtual disk *allows to work on a computer with a cloud archive of reports as with ordinary files and folders*	From $100 per month					
Additional features: *Customer Personal Cabinet for placing orders and uploading reports* *Key performance indicators dashboards.*	On request					

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Contacts

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We are ready to consult, make a demonstration,
and also provide test access at your request.

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