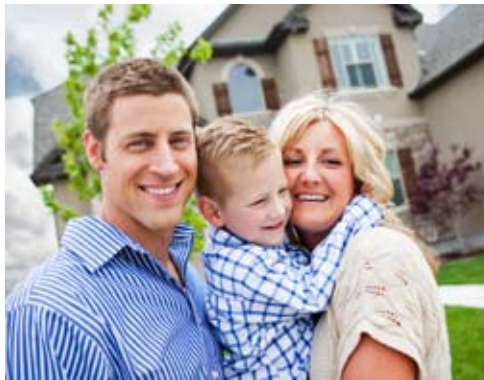# IT ALL STARTS WITH

ESC

Simplify the Management & Operations of Your Service Business

Overview

ESC Service Management Software simplifies service management with features to easily manage your customers, work & finances. Built by service professionals for service professionals, ESC streamlines your entire workflow through one comprehensive solution. With advanced mobile solutions & seamless integrations with Quickbooks, Sage & ESC Accounting, service professionals rank ESC #1. Backed by dESCO's superior support & training, service companies have the tools & features they need and want to improve productivity and profitability. *There is a better way to run your business – it all starts with ESC!*

Easily Manage Your...

Customers

Work

Finances

Benefits

- ✔ Streamline workflow through one comprehensive solution.
- ✔ Improve service levels with access to complete customer information across your network.
- ✔ Drive revenue by easily identifying sales opportunities, increasing tech productivity & optimizing marketing campaigns.
- ✔ Save time & reduce errors with features that make easy work of daily activities.
- ✔ Reduce operating costs by eliminating inefficiencies & automating manual processes.
- ✔ Eliminate paperwork with a full record of what your business does electronically.

Industries Served

- HVAC
- Electrical
- Plumbing
- Equipment Service (Medical, Restaurant, etc)
- Generators & Pumps
- Garage & Overhead Doors
- Computer Repair
- IT Service Companies
- Telecom Service
- Landscaping
- Appliance Repair
- Pool & Spa
- Janitorial
- Pest Control
- Construction
- Security
- Locksmith
- And many more…

Advanced Features

Customer Account Management

Capture, manage and share vital customer information in one central location to make daily work fast and accurate. Store important customer documents, photos, contracts & notes. Easily generate reports, mailing labels, emails, letters & more.
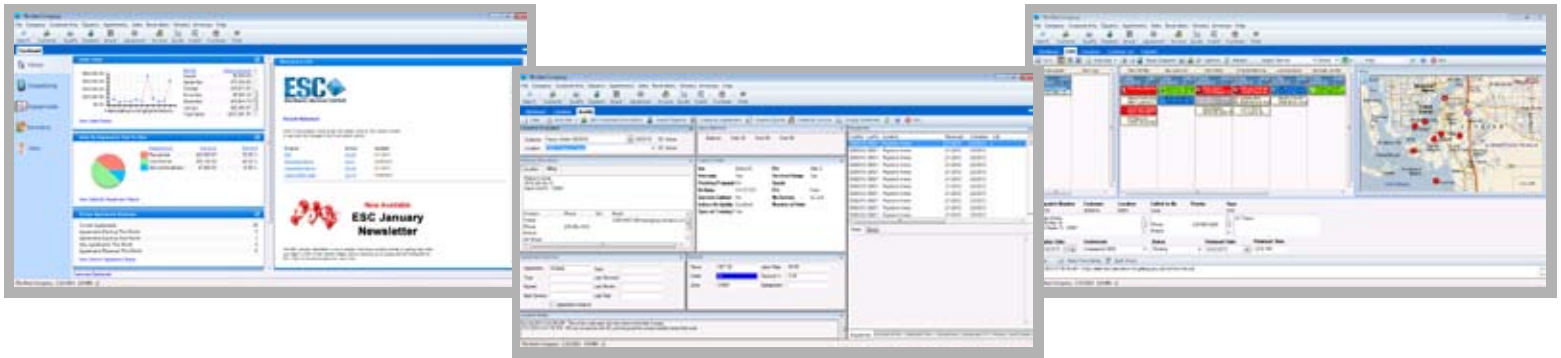
Caller ID

Project added professionalism, save time searching your database & allow for faster dispatching with screen pops of customer information, history & more every time someone calls.

Scheduling & Dispatching

Simplify dispatching with drag-and-drop scheduling functionality, three unique views (daily, weekly, monthly) & job color coding. Schedule calls based on priority, tech skill level, geographic location & more. Add specific notes for the tech in the field & track tech time for more accurate labor costs.

Mapping & Routing

Map your dispatches to optimize tech routes, organize calls geographically, give techs point-to-point driving directions & calculate driving & customer promised times.

GPS Tracking

View dynamic dispatch board maps of service vehicle locations, getting up-to-the-minute position readings & access powerful reports to monitor stopping times, speeding alerts & more.

ESC Mobile

Access crucial customer & job information with smartphones, tablets & laptops. Technicians can manage work orders in the field & Managers can manage dispatches remotely all with real-time updates to and from the office.

Credit Card Processing

Process credit cards in the field or office, manage reoccurring billings with full PCI compliance, lower processing costs, ensure accuracy & reduce collection issues.

Service Agreements

Schedule follow-ups quickly & easily with daily, weekly, monthly or customized reoccurrences as needed. Automatically be reminded when service agreement dispatches & invoices are scheduled to be processed & with one mouse click eliminate manual processing & posting. Flexible reporting tracks agreement expirations & customer usage rates for monthly forecasting.

Advanced Features

Quotes & Invoicing
Generate professional looking and customizable quotes and invoices to use as powerful sales tools. Track pending orders & closing ratios so you can see how well your sales people are doing and memorize templates of common quotes & invoices to eliminate repetitive tasks.

Sales & Marketing
Manage revenue and profit generation initiatives more effectively, enabling you to hold on to your existing customers as well as acquire new ones. Easily track your marketing campaigns and sales leads and use powerful reports to identify cross-sell & up-sell opportunities.

Flat Rate Pricing
Import flat rate pricing books from a number of popular providers or use built-in features to create your own multi-level flat rate pricing system based on item costs, time needed to complete a particular job & more.

Equipment Tracking
Track all customer equipment information including make, manufacturer, serial number, installation, notes, service history, equipment location, warranty dates & more. Easily lookup & report on customers with specific equipment for sales opportunities & targeted communications.

Inventory & Purchasing
Track and manage inventories across all your warehouses, storerooms, and vehicles. Know the value of your inventory as well as what items you have and where they are. Easily generate reorder reports for quick inventory restocking & identify items in short supply.

Accounting Integrations
Seamlessly integrate with QuickBooks & Sage for complete tracking of customers, invoices & inventory items. Integration wizards make it easy to integrate with ESC and pull all customer records from QuickBooks or Sage. ESC Accounting, a fully integrated & scalable accounting module, can also be added.

Reporting, List Views, and Dashboards
Run standard or custom reports on your customers, techs, inventory, sales & more. List views make it easy to find information & real-time dashboards give the current pulse of the company.

Schedule a Demo or Start a FREE Trial Today!