

ESC MOBILE

Connect More People, More Places, on More Devices

Overview

ESC Mobile is a simple and affordable way to outfit your mobile technicians with real-time job information and time tracking. This powerful and intuitive smartphone, tablet and laptop app allows Service Technicians to manage work orders in the field, Technician Managers to manage dispatches remotely and office personnel the ability to monitor everything with real-time updates to and from the field.

ESC Mobile for Smartphones



Compatible devices:
- Apple iPhones
- Android Smartphones
- Windows Phones 7 & 8

ESC Mobile for Tablets



Compatible devices:
- Apple iPads
- Android Tablets

ESC Mobile for Laptops



Compatible devices:
- Windows based Laptops
(excluding Windows 8 RT)

Advanced Features

Mobile Dispatch Notifications – Alert technicians to new dispatches using ringtones, vibration & text.

Receive Dispatches - Critical dispatch information at your fingertips including customer name, address, phone numbers, service call details, and more.

Create Invoices and Quotes – Create, save, email & print invoices or quotes in the field with the very simple to use interface.

Driving Directions – Detailed turn-by-turn driving directions from the current location to the next job.

View Documents from ESC – Access attached documents on customer records.

Take Payments & Prepayments – Process cash, check, or credit card payments in the field.

Capture Customer Signatures – Capture pre & post work authorization signatures from customers.

History, Equipment & Agreement Info – View vital customer account info in the field needed to complete jobs.

Accept/Reject Items on Quotes – Present a complete quote with the ability to accept/reject items customers want adjusting the final price accordingly.

Real-Time Status Updates – Techs track time with job status changes with real-time updates sent to the office.

Add/Edit Equipment – Add new or edit customer equipment information while onsite.

GPS Tracking – GPS location data shows real-time tech locations in the office.

Attach Pictures – Use device cameras to take & add pictures of work performed related to the dispatch.

QR & Bar Code Scanning – Scan a part or serial number to quickly find & add items on quotes & invoices.



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App Comparison & Pricing

| | ESC Mobile for Smartphones | ESC Mobile for Tablets | ESC Mobile for Laptops |
|---|--|------------------------|------------------------|
| View Assigned & Recently Completed Dispatches | X | X | X |
| Create Dispatches | X | X | X |
| View Customer Info | X | X | X |
| View & Add Customer Equipment | X | X | X |
| View Customer History | X | X | X |
| Create & Look-up Customers | X | X | X |
| View Documents from ESC | X | X | X |
| Attach Pictures from Device | X | X | X |
| Create Invoices & Quotes | X | X | X |
| Process Payments & Prepayments | X | X | X |
| Capture Authorization & Acceptance Signatures | X | X | X |
| Obtain Driving Directions | X | X | X |
| QR & Barcode Scanning | Both | Both | Barcode Only |
| View Pending Quotes | X | X | X |
| Inventory Search | X | X | X |
| Print Via Bluetooth or USB | Bluetooth Only | Bluetooth Only | Both |
| Requires Constant Internet Connection | X | X | Works On & Offline |
| No Service Contract Required | X | X | X |
| Pricing | \$15 per month per device \$150 one-time company activation fee | | |

Benefits

- ✓ **Increase Field Productivity** - access critical information to complete jobs faster & correctly.
- ✓ **Improve Response Times** - optimize routes & get turn-by-turn driving directions.
- ✓ **Enhance Customer Care** - use the latest technology to give customers the best service possible.
- ✓ **Increase Sales** - easily identify up-sell & cross-sell sales opportunities in the field.
- ✓ **Reduce Costs** - streamline operations & go paperless.
- ✓ **Improve Communications** - connect the field to the office with real-time updates.
- ✓ **Reduce Collections** - process payments in the field, including credit card swiping.
- ✓ **Improve Your Bottomline** - saving time means completing more jobs daily.

Schedule a Demo or Start a FREE Trial Today!



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