JobWatch for SAP Business One

A Complete ERP & Field Service Solution

Frontline
IT Consultancy

JobWatch for SAP Business One

Control your field service agents and your business at the same time with our Field Service solution, JobWatch for SAP Business One.

JobWatch for SAP Business One controls every aspect of your 'field service' business. Capturing calls, controlling and planning visits for your mobile workforce as well as location tracking, warehouse and van stock control, whilst updating SAP Business One in real time along with the financial management and control you would expect from a SAP solution.

Your mobile workforce data is synced to your critical central ERP system.

This industry leading solution enhances the service and maintenance functionality within Business One and replaces manual planning and paperwork, providing a simple and efficient way to keep your office in total sync with your mobile workers.

Frontline have worked with BigChange to seamlessly integrate the full functionality of the JobWatch mobile workforce solution into SAP Business One giving users a range of functions including job management, inventory control, financial planning, dispatch and fleet management.

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We looked at 3 or 4 field service management solutions and this was the most impressive.

Pete Lidbetter, IT Manager, Blue Group

Features & Benefits

Features

- Online customer bookings
- Job planning and dispatch
- Timesheets & daily walk around checks
- Jobs received instantly
- SatNav with live traffic
- Alerting
- Health & Safety
- Visibility of progress against plan

- Paperless jobs & workflow
- Full stock control
- Proof of job completion
- Log & photograph expenses
- Financial control and reporting
- CRM
- Job margin reporting
- Driver behaviour debrief

Benefits

- 8 hours of office admin saved per mobile worker per month
- 10% reduction in fuel use
- 10 hours less travel time per mobile worker per month
- Reduce failed jobs

- Data automatically synced between SAP Business One and remote workers
- Improve operational efficiency
- Better visibility over data across your entire organisation
- Mobile solution that links seamlessly with SAP Business One

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JobWatch has been developed to enable companies with a mobile workforce to generate more business through improved efficiency. We wanted to work with Frontline because of their experience in SAP Business One along with having a shared customer base."

Martin Port, CEO, BigChange

Take a closer look...

Unite your back-office and mobile teams and unlock business growth

- Real-time connection between back office and field service teams means everyone is working from the same schedule and plan

- Smarter planning and scheduling turns wasted time into billable time

- True visibility lets you respond effectively as plans change throughout the day

- Mobile workers always have everything at their fingertips – job details, manuals, schematics, exploded diagrams

No more duplication of work, wasted effort and paper-based-inefficiency

- Manage service calls and quote, plan and schedule in seconds without moving from one application to another

- Powerful built in CRM gives you a rich picture of every customer, contract and all associated jobs and activities. All your customer and job data is instantly accessible in one secure place

- Manage pricing for contracts including jobs, labour and parts

Deliver on your promises to the ever-increasing expectations of your customers

- Customers can manage and book their own jobs on their own personal booking site

- Case management lets you manage customer queries all the way through to resolution

- ETA reports keep customers updated

- Less failure – confidently deliver on your promises

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Take a closer look...

Work is streamlined with completely customisable workflows

- Works the way you do – for an easy transition from paper to paperless

- Workflows are template driven. This means every job follows the right process and workflow

- The workflow builder makes implementation and setup simple and effortless

- Professional, fully-branded job cards are instantly outputted, for complete proof of service

- Stock and parts used are fully managed

Get the right resource to site and shrink customer waiting times

- Drag and drop scheduling lets you create and schedule new jobs in just 30 seconds

- Respond rapidly – identify the right resource, in the right place, with the correct skills

- Intelligent scheduling assistant pro-actively warns of insufficient drive or site time to complete a scheduled job

- Instant messaging between the back office and the field

Faster, simpler quotation and invoicing

- Complete management of orders from quotation right through to cash

- Quick and easy invoicing with line-items automatically populated from the job type and parts used

- Define and manage job, labour, parts rates and discounts

Take a closer look...

Get that first time fix every time

- Dashboards give you an overview of the operation at a glance

- Proactive alerts ensure you can respond to jobs before they become an issue

- The Intelligent scheduling engine prevents impossible jobs being scheduled e.g. where there is insufficient drive time or work time

Simple and straightforward user interface

- A clear, simple and intuitive user interface

- If it's easy to use, it will get used. That's why simplicity is at the heart of the design

Powerful real-time workforce visibility

- Full vehicle and/or mobile resource tracking with journey history

- See jobs, vehicles and resources on the map

- Quickly find the nearest vehicle or resource to a location and respond quicker

Gain powerful visibility and insight into operations to drive the bottom line

- Instantly see how your business is performing against the most critical KPIs

- Revenue, margin and profitability reports at your fingertips

- View productivity by individual resource or vehicle

- Understand where the profit or loss is coming from within your operation

Take a closer look...

Maximise asset and workforce utilisation

- Built in fleet management to get very best out of your vehicles, equipment and ancillaries

- Be alerted to planned maintenance, MOT and insurance expiry

- Log and manage defects on vehicles and equipment

With Health & Safety and Duty of Care built in

- Enforced risk assessments, health and safety checks and vehicle checks built into workflows

- Safety checks are linked to job types – so the correct safety checks are always completed

- Proactive alerting (e.g. where safe driving / Tacho hours are at risk of being exceeded)

- Visibility of driver behaviour and speeding

SAP Business One...

About SAP Business One

JobWatch for SAP Business One extends the field service functionality within SAP Business One.

SAP Business One is a powerful business management and ERP system which automates business processes, streamlines end-to-end operations and delivers a true and unified picture of business information.

With instant access to highly accurate business-critical information, organisations deploy SAP Business One to gain better control over operations. This control enables you to respond with greater agility to market needs and to focus on company growth and profitability.

Frontline has the experience to take your business to the next level with SAP Business One.

About BigChange

BigChange is led by an experienced management team who have an enviable track record in the Telematics and Mobile Workforce Management sectors.

They are an established force in mobile workforce management, offering a system that transforms the way companies manage their mobile operations. By challenging convention and through breakthrough innovation, BigChange is pioneering new intuitive and simple to use technology that delivers industry leading levels of return on investment.

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