



maestro*

service call dispatch & mobile daily entry

Run your business in real time from anywhere.



Connect your maestro*ERP Service Call Dispatch module with maestro*MOBILE for real-time service call management. Benefit from easy & efficient communication between technicians and the office.



View, add and modify data, send live updates, schedule service calls in advance, create a pool of maintenance calls for clear planning, tracking and double-booking.



Save time and money with instantaneous data processing of important costs, purchasing and payroll information.

Various dispatch view settings

- Time scaling
- Hour, Day, Month
- Screen section organization

Integration features

- Hours scheduled in dispatch can be imported directly to project costing, work orders and payroll.

DISPATCH FEATURES

Resource management

- Drag & drop service call assignments for employee scheduling
- Drag & drop maintenance call attributions for employee scheduling and maintenance planning
- Resource filters based on certifications, competencies & employee availabilities
- Point & click employee grouping to create crews and assign leaders

Scheduling

- Drag & drop service or maintenance calls onto employees to manage long & short term schedules
- Copy & paste function for dispatched items
- Notifications for certification and competency conflicts
- Notifications for non-availabilities

Communications

- Send schedule by text or email
- Link to Google Map indicating the service call or employee address or GPS coordinates
- Schedule appointments in Outlook
- Send real-time text messages
- Dispatch dashboard to monitor incoming and outgoing messages

MOBILITY FEATURES

Multi-platform Support

(smartphones, tablets, PCs, Android devices, iOS and web browsers)

Service call Information

(map links, directions, contact information, client equipment, document reference)

Time entry & validation

(individual or crew time entry by connecting hours to trade or activity codes & bringing validated hours into the payroll directly)

Resource Requisitions

Trade and contact management

Skills & Certificates

(on-site access to skills and certificates)

Photos and documents

(equipment photos, certification documents, packing slips, etc)

Recommendations

And much more...

Manage everything from one place

Leveraging a common platform, every module in Maestro*ERP captures data from various departments and operational groups in your organization, feeding it into a single database where real-time reporting shows exactly how your business is performing.

All you need to make better business decisions

By constantly monitoring the company's financial vital signs, especially labour, material and equipment cost information, the finance department can track performance against financial goals and keep other departments and/or business units up-to-date. Whether you need an executive overview or specific job cost details, Maestro*ERP allows for timely decision making to maximize job profitability and lower risk with control that would please even the most demanding financial executive.

Other fully integrated maestro* modules and features

Project Management

Accounting

Billing Management

Fleet & Garage Management

Reporting

Ticket / Quarry Management

Contact Management

Document Management

Tools & Equipment Management

Bidding & Estimating

Construction Payroll

Change Order Management

Procurement Management

Estimate Dispatch

Work Order Management

Lien Management

Depreciation Management

Human Resources Management

Electronic Time Clock Interface

MRP-1 Purchase Planning

Purchase Orders

Materials Requisition

Sub-Contractor Management

Requisition Management

Inventory Management

CRM

Customer Orders Management

Small Tools Management

Executive Dashboard

Report / Form Generators

Consolidated Company Reporting

Integrated Resources Management

Contract Management

Issue Management