

# Service Dispatch & Mobility

Make the move away from magnetic boards and spreadsheets to an automated and centralized scheduling system. The maestro\*ERP Service Dispatch module combined with maestro\*MOBILE enables you to manage your resources in real-time, ensuring that the right resources are available at the right place at the right time.

By providing the capability to schedule days, weeks, and months in advance, the maestro\*ERP Service Dispatch module will provide a clear picture of underutilized resources and double-bookings enabling you to make the necessary changes to avoid unnecessary downtime and unintended expenses.



## VARIOUS VIEW SETTINGS

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

## INTEGRATION FEATURES

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

Billings go out faster as important cost informations are returned to the office sooner for processing. This could include labour time, equipment time and even copies of packing slips that can affect the accrual costs.

Proper scheduling minimizes the risk of last minute changes and emergencies, saving you costs and improving the bottom line.

## FEATURES INCLUDE:

### RESOURCES MANAGEMENT

- Drag & drop allocation of actual labour & equipment resources
- Drag & drop allocation of labour & equipment resource types for planning
- Point & click linking and grouping of resources groups / teams / crews / labour and equipment
- Follow-up of the equipment maintenance planning

### SCHEDULING

- Drag & drop resource(s) to call / day
- Split time between days
- Copy dispatches to another date
- Non-availability notifications : vacation / sick day / already booked / no show / more

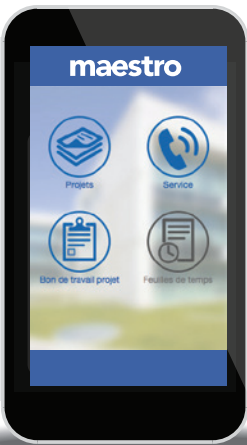
- Manage resource requests

### COMMUNICATIONS

- Bi-directional communication between the dispatcher and the technician
- Send schedule by text or email
  - Link to Google Map indicating the location of the call, address or GPS coordinates
- Send resources list by text or email to supervisor
- Send to appointments Outlook calendar
- Send real-time text
- Dispatch dashboard to monitor incoming and outgoing messages

**MOBILITY**

- Multi-platform Support
  - Smartphones, tablets and PC's
  - *Android, iOS* and web browsers
- Service Call Information Including
  - Consultation of the assignment information by technician
  - Assignment localisation on a map for technician
  - GPS tracking of employees on site
  - Link to *Google Maps* including directions and roads features
  - Description / weather info
  - General information on each call
  - Entry of material used for the work
  - Consultation of the service call / work order documents
  - Contacts linked to the service call / work order
  - Client signature capture
- Attendance
  - Check in/out on dispatch or mobile (by individual or group)
  - Add comments / notes
  - Employee presence
- Enter time per employee
- Bring validated on-site hours into the payroll directly
- Time Capture
  - Management of the assignment transport time
  - Real time tracking of work progress
  - Time entry by employee
  - Work history in the same place
  - Time flows automatically back to dispatch, projects and payroll
- Skills & Certificates
  - Quick on-site validation of skills and certificates by employee
- Jobsite Photos
  - Send photo from site
    - Capture photos of project status : damages, etc.
    - Capture photos of various documents on-site such as packing slips
- Resource Requests
  - Material requisitions linked to the service call / work order
  - Labour requests by trade type



Communications are improved by incorporating real-time text and email notifications and responses, putting planners and schedulers in real-time communications regarding resource assignments and resource requests.

Gone are the days of having to tweak general accounting software packages to support the unique service-driven environment of the construction industry.

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

By constantly monitoring the company's financial vital signs, especially labor, material and equipment costing information, the finance department can track business performance against financial goals and keep other departments and/or business units up-to-date.

Whether you need an executive overview or specific job costing 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.

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