



Core Functionality

INTRODUCTION

Eagle Field Service is leading the way in offering a flexible, reliable and advanced Field Service Management (FSM) solution.

Eagle Field Service management software has been created using the latest software development technologies, we deliver unprecedented levels of visibility and control via our browser based field service software solution.

OBJECTIVES

Eagle Field Service uses the latest innovative internet technology to provide accurate, realtime information to field based engineers and sophisticated management applications for back office operators and management.

This provides an end-to-end solution that enables companies to achieve increased efficiency and customer service, maximise profits and build competitive advantage.



FUNCTIONS

- Comprehensive Contact Management
- Asset/Warranty Management
- Planned Maintenance
- Call Logging & Escalation
- Engineer Scheduling
- Engineer Skills Matrix
- Remote Engineers
- Stock Management
- Purchasing
- Job Costing
- Invoice Generation
- Document Management
- Task Management
- Mapping Web Services
- Postcode Lookup Web Services
- Audit Trail
- Multi-Language
- Web Portal
- Text Messaging
- Integrated Workflow
- Integrated with Office 365 and Power BI
- Fully integrated to the EFACS E/8 ERP business suite

SCHEDULING

The Eagle Scheduling Board uses assisted scheduling to aid the operator to select the right engineer the first time, every time.

Efficient and cost effective scheduling ensures customer satisfaction levels are kept at a maximum, whilst ensuring profitability and growth.

Users can schedule and manage calls, constantly monitor engineers' diaries (updated by the mobile solution to reflect real-time changes) and have the ability to view optimum time slots and spare availability.

Scheduling should be an easy task for any member of a service team, but often, specialist knowledge about engineer availability and skill levels is held by individuals within the team.

QUOTATIONS

A powerful and flexible Quotations module enables rapid quotation generation as well as enabling the management of detailed tender documentation.

Configuration of quotations may be complex, especially where the servicing of technical or 'one-off' products are being requested.

A full progressing and monitoring facility for outstanding quotations is provided, which includes 'probability-of-success' scores for management reporting, success evaluation and conversion rates; by customer, sales person or product



WORKFLOW

The Eagle Workflow module automates business procedures and improves operational efficiency by providing a framework for integrating the flow of a company's business activities within the standard operation of the software.

By freeing up your time from repetitive administrative tasks, Workflow saves time, which ultimately increases profitability.

A graphical user interface is provided for building a Workflow model, much like drawing a flow diagram, in order to visualise the process path and the decisions required, dependent on the outcome of certain events.

Incorporated into the day-to-day business of the company, Eagle Workflow delivers substantial business benefits.

PLANNED MAINTENANCE

The Eagle Planned Maintenance (PM) module provides companies with the facility to plan, schedule and manage all planned maintenance requirements for the entire duration of the contract.

Users can publish planned visits to your customer in advance, and balance resources against available hours.

Invoices may be raised 'upfront' or as visits are completed, or a combination of both.

The fully integrated nature of the solution ensures that companies know exactly which assets their customers have on-site, providing the ability to track changes to assets and manage maintenance contract pricing year-on-year.

DOCUMENT MANAGEMENT

- The retention, storage and accessibility of documents within a business are critical to its efficiency.
- The Eagle Document Management system provides quick, secure and auditable access to information.
- By allowing documents to be centrally stored and accessed in the office or remotely, the speed at which your organisation can respond will be greatly enhanced.
- Provision is available for all formats supported within a browser environment.

BENEFITS OF ENGINEER SCHEDULING

- Engineers spend less time travelling and more time on-site working
- Optimisation of jobs booked each day to ensure best business practice
- More efficient operators making the best scheduling decisions
- A Rule engine that is tailored to your business requirements
- At a glance access of engineer availability for operators and management
- Getting the right person to the job to ensure a high first time fix rate for your customers

ENGINEER MOBILE

Eagle Field Service allows service engineers real-time access to cases, visit information, schedules and documents via the Eagle Mobile solution.

Case updates are relayed in real-time to the back office management system, ensuring that company-wide mobile data and office-based information is unified throughout the company. This modern real-time solution works on or off-line on a variety of hardware devices, including smart phones and tablets.

Case information appears on an active jobs list once it is assigned to an engineer.

The engineer can then book activities via a series of events, which update the case in real-time.

Engineers can audit and update key customer information whilst on-site, as well as take photos, audio notes and videos, attach documentation and record customer signatures.

The screenshot displays the Eagle Mobile software interface, which is used for managing engineer schedules and assignments. The interface is divided into several sections:

- Calendar:** Shows a monthly view for February 2014, with a grid of days and a list of tasks below it.
- Map:** A map showing the location of the engineer (Gerry Hughes) and the job site (Wicklow Enterprise Park).
- Scheduler:** A detailed view of the engineer's schedule for February 2014, showing tasks assigned to specific days and times.
- Recommendations:** A list of recommended jobs for the engineer, including details such as the job name, location, and duration.
- Queries:** A table of queries showing the status of various jobs, including the customer name, job number, and the assigned engineer.

Query	Case	Unit number	Target response	Preventative maintenance	St. E. Labe	Days	Customer	Photo	City	Area	Engineer	Subcontractor	Status	Category	Trade	Time slot	Scheduled visit date/time	Spover if possible	Estimated travel time	Estimate
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