



Odyssee Mobile Services

Odyssee Mobile Services leaves your service team free to concentrate on their main goal: providing outstanding service. You can be sure of efficient planning, thorough reporting and good management of spare parts.

Each field engineer has Odyssee Mobile Services on his laptop, pocket PC or smart phone and can request planning information, draw up service reports, order expendables and timesheets. All this takes place in real-time enabling the dispatching staff to follow up the complete service team properly and make corrections if necessary.

CENTRAL DISPATCHING

This section is reserved for the central dispatching team. These people receive the jobs directly from the ERP system and put them on the planning for the right technician. Because everything takes place in real-time, the dispatching department can easily see which job the field technicians are doing and if they are on schedule. Jobs that are delayed can be rescheduled easily or passed on to colleagues.

MOBILE JOBS

Odyssee Mobile Services's starting point is the job list. Each technician can consult this list and accept jobs. With the checklist option, they know exactly what to do. A technician can call up contact and address details, consult installations and service reports. He can also select a not yet dispatched job. Odyssee Mobile is also Outlook compliant.

MOBILE SPARE PARTS

This extensive module enables you to draw up a list of spare parts that have been used or are to be ordered. Stock details (e.g. from van), specifications and sales conditions can be used quick and easy. You can deliver or order the correct parts free of errors by using the barcode scanner or the search command. Extending Odyssee Mobile Services with product lists and/or a spare parts configurator guarantees you of quick, flawless service. At the end of the job, a work receipt will be created and signed by the customer.

Product Features

Mobile Services

Version 4.xx

Special Features

Real Time Dispatching
Geolocalisation

Support

Our qualified staff and professional programs are trained and designed to support our clients and partners the right way to make our solution give them maximum revenue.



ODYSSEE MOBILE SERVICES



SERVICE REPORTS & TIMESHEETS

Odyssee Mobile Services contains a simple service report form builder. Technicians can fill in these service reports in order to keep track of the various interventions.

Every assignment has a timesheet that is sent to the ERP system immediately after an intervention for invoicing, together with the list of used parts.

FLEET TRACKING

The fleet tracking module allows you to see your technician's geographical location. This tool, however, can do much more. If you use fleet tracking in combination with the fleet management module, you can see at a glance who is eligible for a particular job, the quickest route, time estimations and many more details.

YOU WIN!

With the implementation of Odyssee Mobile, our clients testify about an enormous progress:

- 31% more interventions
- 35% more revenue
- 200% administrative progress
- ROI (Return On Investment) in 1 to 3 months



100% SAAS: THE BENEFITS

Software as a service guarantees care-free software. Using the Odyssee webserver we take care of the mobile software, the updates and maintenance, so that you won't have any IT headaches and your mobile users will be able to start using it quickly and without any problems.

Software as a service is cheaper, quicker, user-friendlier and extremely easy to implement.

- » 100 % software as a service
- » Anywhere, anytime
- » Increase productivity, boost turnover
- » Works perfectly with any ERP
- » Fully configurable
- » Reliable & powerful technology
- » Start fast
- » Online & Offline
- » Working safely, also in a mobile world
- » Multilingual