Field Service Management Software

TOP 10

REASONS

We are your #1 Software Choice

1

Do MORE with LESS: Informative Dispatching

✓ Multiple filter options provide greater flexibility in viewing information and have multiple dispatch boards open at the same time;

✓ Large appointment "bubbles" to make seeing vital information on each appointment;

✓ Realtime access to actual sales and hours worked, which helps managers view progress and manage labor;

✓ Right click options on the board for easier and quicker access to important features; such as, scheduling time off, changing priority, access to ticket, mapping, printing of invoice or work ticket, ticket review and purchase orders to name a few;

✓ Appointments can be sent to Google or Outlook Calendar.
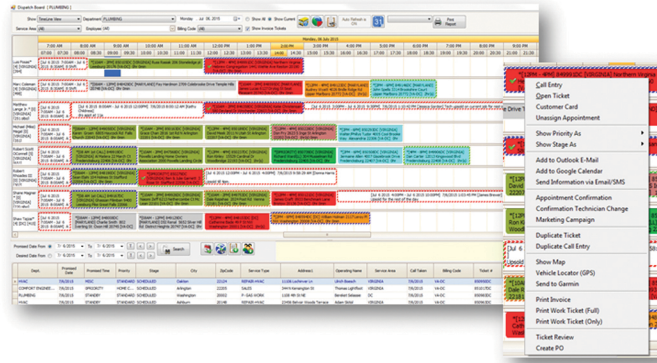
2

Price Book (Flat Rate and/or Time & Material)

✓ Import existing pricing data or create new books from scratch;

✓ Update materials and immediately recalculate flat rate prices if desired;

✓ Attach materials and labor to any task;

✓ Easily adjust selling prices by percentage or labor hours for any category or categories;

✓ Add / Remove / Change material markups;

✓ Add new categories.
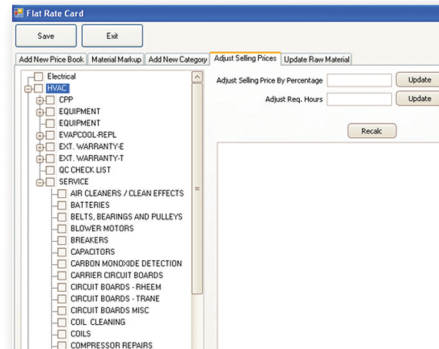
For all business inquiries

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✉ sales@mostfor.com

www.mostfor.com

3 Overcomes many industry challenges

✔ Manage truck stock with our Material Replenishment report;

✔ Track employee spiffs with our Commission Report;

✔ Improve employee training and efficiency by tracking call backs;

✔ Keep in touch with customers through email campaigns;

✔ Easily manage service agreements;

✔ Empower technicians by reducing paperwork, make it easier to sell service agreements, access to relevant customer history data, view previous work quoted;

✔ Standardize your marketing documents and videos to make selling even more efficient.

4 Make the Service Department a PROFIT Center

✔ Customer Previous Recommendations access by

✔ CSR's and technicians to help increase sales;

✔ Unapproved Flat Rate jobs report shows quoted work not approved by customers. This is proactive approach to seeking out more work during slower periods;
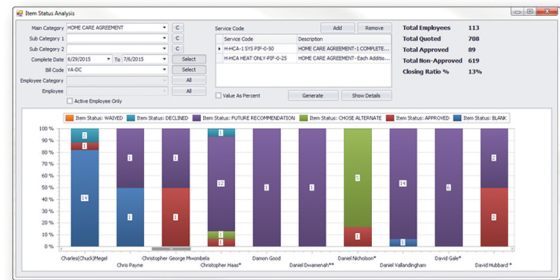
✔ Item Status Analysis dashboard shows the effective closing abilities of the employees for selectable flat rate jobs or categories. This is great for coaching employees.

5 Reduce Contractor Liability

✔ Custom Work Forms with customer signature capture on each form;

✔ Forms can be printed or emailed to customer;

✔ Time Cards require employee signatures for physical injury and vehicle damage.

6 Manage your advertising campaigns

✔ Track lead sources by customer, service area, zip code, and then view in pivot table which lets you analyze your marketing budget.

7. Mobile Solution Unrivaled – NOT a PDA by design

✓ Dispatch Notes, Reasons for Call and Call First Notes give technician vital information about the customer's appointment;

✓ Marketing materials at the technician's fingertips though our Video and Brochure Library;

✓ Access to customer site specific documents, images and files;

✓ Technicians always have up to date electronic flat rate book;

✓ Large easy to view screens for the techs to view and enter in information;

✓ Standardized Invoice Notes to improve consistency and speed in ticket creation and reduce technician frustration;

✓ SPELL CHECK.

8. Differentiate yourself from your competitors

✓ Quality Control checklists;

✓ Attach before and after images;

✓ Quoting Tools;

✓ Custom Industry Specific Forms;

✓ Good Better Best Form.
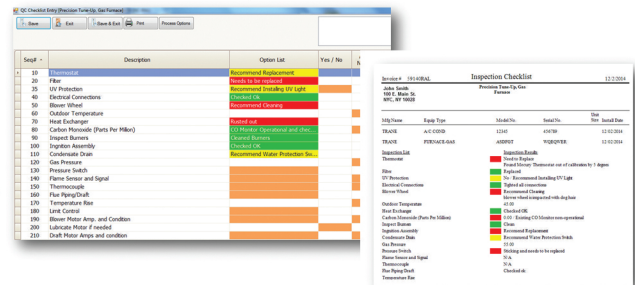
9. Contractor KPI's (key performance indicators)

Efficiency KPI's:

Travel Time

Average on the job time

Cancelled Calls and categories

CSR Call Taken Report

Call Back Reporting

Sales KPI's:

Technician Sales

Technician Closing Percentage

Revenue Per Man Hour

Average Ticket

Accessory Sales

Flat Rate Item Closing Percentage

Sales by Department/Service Type/Flat Rate Items

Sales By Lead Source/City/Zip

Service Agreement:

Agreement Retention

Agreement Close percentage

Maintenance Visits by month

Revenue Recognition

10. Our success is 100% dependent on yours

Pre-implementation designed help users know all the features of the program and avoid the regular "off the shelf" purchase attitude of most vendors. Access to "industry" people, not untrained people to take your calls and access to onsite training. Our support hours reflect various time zones so we can be there if you need us.