

Mobile Service

The mobile solution that's assured to get your field service technicians moving

Improved operational efficiency is now in your hands with a mobile approach to field service management from Lawson. Called Mobile Service, the powerful new application was built with mobility in mind. It supports all of the requirements and possibilities of service technicians out in the field, providing wireless access to the Lawson Application Suite from the mobile convenience of a portable PC. It's all part of the Lawson concept of Service Assurance, which promotes information unity and data visibility in the after-sales service arena in order to optimize decision-making, service performance, revenue generation and growth opportunities.

Tailor-Made

Mobile Service is tailor-made for organizations engaged in field service operations and enables service technicians to plan, perform and report work while out in the field. That means technicians can work more effectively and profitably, while offering better customer service without having to deal with paperwork or travel to hub locations. Mobile Service also optimizes the entire service organization by making everything more efficient—from call logging and dispatch lead times to the planning, executing, reporting and invoicing of jobs.

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Easy Installation

Lawson implementation consultants can get you set up with Mobile Service in no time, training your technicians and other staff in how to best use the application. Mobile Service is fully integrated with the Lawson Sales and Marketing system, allowing for a wide variety of basic data to be sent between the two, including product and equipment information as well as everything from service agreements, warranties, price lists and discounts, to service orders, work schedules and meter readings.

Share the Load

There is a wealth of data accessible in Mobile Service, and it's all presented in an easy-to-use graphical user interface, with limitless search and sorting possibilities. This makes it easy to not only to share information with and between technicians, sales personnel and back-office staff, but also to share the workload. Technicians out in the field can see each other's scheduled tasks and are able to distribute the burden, and therefore work more flexibly. They can check warehouse and inventory status, view spare parts catalogs, technical drawings and checklists, and directly order spare parts. Mobile Service can even suggest which spare parts are needed for a specific type of machine. Technicians are also able to create new service orders and jobs, as well as report service jobs and meter readings.

With Mobile Service, it is also easier to control machine fleets. You can keep track of which customer has which machine, check an individual machine's service history, and review agreement validity and warranty information. Thanks to integration with the Lawson Sales and Marketing system, it is also possible to set customer interest codes to allow for targeted marketing, sales and service campaigns. Armed with this knowledge, field technicians are in a position to identify new sales and contract renewal opportunities. Furthermore, if a technician is running Mobile Service on a tablet PC, customers can sign off directly in the application. And, because Mobile Service integrates with Microsoft Word, professional printouts of work orders couldn't be more straightforward.

Back-Office Optimization

When used in conjunction with the Lawson Service Order Management components, Mobile Service helps your back office staff rapidly identify customers and equipment, as well as create service orders and jobs, use error codes consistently and enter service order lines and other information quickly and easily. When it comes to dispatch and planning, you can reduce lead times from call logging to technician dispatch, gain a better overview of planned jobs per technician, and create work schedules to support the dispatcher. All of this makes it easier for technicians to find the information needed to complete a task, while the back office gains better control of van stock and other stocks.

Reduce Lead Times

Mobile Service enables easier reporting and reduced lead times between reported job and completed job—not to mention improved cash flow by reducing lead times between completed job and invoiced job. And because it has full support for agreements and warranties, you will know what spare parts and labor are included in the price. Support for price lists and discount models also means that the quoted price will always be correct, while payer control makes sure that the right payer is retrieved based on agreement and warranty definitions.

To find out more about how Mobile Service can help optimize your field service organization, please contact your local Lawson office (see back page for addresses).