

# FIELD MANAGEMENT FOR SERVICE MANAGERS

**TAKE CONTROL OF YOUR SERVICE CONSTRUCTION BUSINESS.**

## **WITHOUT** ENTERPRISE SERVICE MANAGEMENT

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### **No Integration**

With work tickets being manually entered, the risk of writing errors and misinterpretation is greatly increased. In addition, work tickets often become backlogged, creating more administrative work that is also susceptible to errors and duplicate entries. The overwhelming amount of paperwork and manual entry often leads to delayed billing and invoicing.



### **Lack of Document Tracking**

Without a singular Field Management solution in place, work order errors, delayed billing cycles and inconsistencies in payroll may arise. With documents stored in multiple areas, additional time is needed to search through filing cabinets and storage, thus delaying communication with customers.



### **Limited Control**

A true Field Management solution should provide construction businesses with the ability to connect the operations of the office with field. However, without such a solution in place, it is difficult to attain control. Service managers may be forced to deal with overlooked approvals, delayed or missed billings and lack of change order tracking which can ultimately lead to lost revenue.



### **Poor Tracking**

Service managers are unable to gain an accurate picture of how the business is doing, with important documentation often delayed. Additionally, the day-to-day operations of technicians are also tough to keep track of, making it difficult to assess whether or not the business is as productive and profitable as it can be.





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“As far as time savings and increased efficiency, we saw a huge improvement in service billing and payroll especially. We can complete payroll and do reporting directly from Jonas using the information that is already there, which has saved us a lot of time.”

**LESLIE JOKIC,**  
Controller,  
S&T Group

## WITH ENTERPRISE SERVICE MANAGEMENT

Enterprise Field Management for Service Managers is an integrated solution that helps businesses run more efficiently and effectively. With Jonas' Dispatch Software solution, arranging and readjusting technician schedules is easier than ever. With drag-and-drop functions on Jonas' easy-to-use scheduler, modify technician schedules and direct them to the next job. Through eMobile, improve dispatching by sending new jobs directly to the technicians' mobile device. Jonas eMobile also allows technicians to update work orders, look up history, upload pictures, make notes and capture signatures directly from the field, and integrate all mobile documents into Digio, Jonas' Document Management solution. By better connecting the office with the field, Jonas' fully-integrated software solution saves time, reduces human error and decreases billing cycles.

### Improved Collaboration

With Jonas, information and documents are constantly being uploaded, providing service managers with an up-to-date view of the entire business. New information is always available, at any time and from anywhere. This allows service managers to share and transfer information with ease. Furthermore, this collaborative environment keeps technicians in the know, leading to improved customer service.

### Increased Accessibility

The Service Management Dispatch Board allows service managers to view all aspects of the business from one central location. Access all related documents through Jonas' Document Management solution Digio, or eDigio, with the ability to drill-down into greater detail. Through eMobile, Jonas' web-based construction software solution, gain real-time access to uploaded documents, captured signatures and work orders to decrease billing cycles.

### Save Time

With all documents available in one location, reduce the time spent looking for physical paperwork and use Digio's intuitive search and retrieval functions to find the right document in seconds. Also, through eDigio and eMobile, save time and effort by accessing, sharing and transferring documents instantly while in the field, directly from a mobile device or laptop.

### Enhanced Visibility

Through Jonas' Field Management software solution, gain greater insights into how the business is performing in real-time. Jonas provides service managers with a better understanding of all aspects of the company, such as productivity, equipment and utilization to help determine the status of each technician.

