



Put the information your field technicians need to perform their jobs at the highest level right in the palm of their hand.

## PRODUCT OVERVIEW

### Ready to grow your business and improve the bottom line?

Coordinating between your back office and technicians out in the field can be a struggle. Inefficiencies can result in an unproductive workforce and upset customers—directly impacting your bottom line.

**ServiceCEO® Mobile** makes this a thing of the past. Used with mobile devices such as Smart phones, PDAs and Netbooks, ServiceCEO Mobile connects your field technicians to ServiceCEO in the back office so communication, job management, dispatching and other key tasks take place in real-time. This helps you reduce non-productive hours for your field staff, increase billable hours and deliver superior service to customers in a timely and professional manner.

#### Key Feature

##### Rapid Job and Task Dispatch

Send queued and incoming jobs and tasks to field staff directly from ServiceCEO and automatically dispatch scheduled or recurring jobs without office intervention.

##### Job Management

Field staff can view detailed work orders right on their home screens. Easy-to-use navigation lets technicians add new jobs or follow-up jobs on the fly.

##### Equipment Tracking

Gain instant access to complete service and part history for all customer equipment on the job site—no more calling back to the office for details on previous parts installed or last service performed.

**Aberdeen Group** research shows that field service mobility solutions are in place within 58% of Best-in-Class companies, which generate three times the profit margin from service than competing companies.<sup>1</sup>

#### Key Benefits

- Keep field staff and back office employees connected and up to date at all times
- Enable technicians to perform more jobs everyday with increased efficiency
- Eliminate piles of paperwork and the aggravation that comes with it
- Reduce travel, fax and phone time
- Improve accuracy and eliminate redundant data entry
- Enhance customer service with the latest information at your fingertips
- Easily customize the solution to fit your unique needs

// ServiceCEO Mobile has definitely paid for itself just by making our techs more efficient. The solution allows us to schedule more jobs every day, which means bigger profits for our company. And since our techs work on commission, they get bigger checks—a win-win situation. //

- Aimee Lawlor, Office Manager,  
ProDrain & Rooter Service, Inc.

## Service Contract Management

Technicians can drill into service contract details right from their mobile devices to determine if services are covered or charges are needed—all while in the field.

## Team Management

Keep track of your teams for every job and quickly add crew members when needed. With mobile time cards, teams can check in and out of every job, improving productivity and your bottom line.

## Invoicing

Capture invoice notes for any job in real time. Accept payments on site by easily recording payment amount and type. Let field staff close out jobs in the field so your people in the back office don't have to sort through work orders and checks.

## Device Agnostic

No need to buy specific devices to operate. The solution works with the Web-enabled phones, PDAs, Net Books and laptops you already own.

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## ServiceCEO Mobile Works With the Devices You Already Own



## How It Works

**ServiceCEO Mobile** is designed for service companies to handle the real-world needs of delivering jobs out in the field. The solution uses any mobile Web browser to access the most recent information available in the back office, in real time. The solution is extremely easy to use; you're always one click away from the main job console. With our "breadcrumbs," you always know what you are doing and where you are in the software. The solution is also device and browser agnostic—it works with any handheld device that can connect to the Internet.

### For more information:

Insight Direct is the leading provider of software for companies that need a better way to manage service delivery. Since 1997, our all-in-one solution has helped more than 6,000 customers in 28 countries sell more jobs, work more efficiently, get paid faster, and analyze their business in new ways. Customers include Bay Area Pool Service, Critter Control, CSI Computer Solutions, Handyman Network, High Efficiency Cooling & Heating, Professional Carpet Systems, R&B Plumbing and Heating and The Maids International.

### Worldwide Headquarters

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## System Requirements

### Office

- ServiceCEO® v6.2
- ServiceCEO® v6.2 API Web service installed
- Internet access

### Supported Devices and Browsers

- Mobile telephone with Openwave® WAP browser
- BlackBerry® wireless handhelds and pagers
- Mobile Smartphones® portable browser and business tools
- Internet Explorer 3.0+
- Mozilla Firefox 2.0+
- Safari 1.0+
- Netscape Navigator 3.0+
- Any other Internet-capable device with support for HTML 1.0 or greater



### Manage your entire service business with ServiceCEO.

Our proven, all-in-one solution for your back office helps you sell more jobs, work more efficiently, get paid faster, and analyze your business in new ways.

