

Technisoft Pty Ltd is a leader in Innovative Software Solutions. Our core focus is to make the complex task of managing plant, infrastructure and field technicians easy.

PRODUCTS



SERVICE MANAGER

- Integrates seamlessly into Sage 300 ERP.
- Manage job costing, preventative maintenance, scheduling of resources, field service, and general equipment servicing.
- Equipment transfers, warranty, rental, serial and lot tracking.
- Standard and WIP accounting.
- Profit analysis.
- General, recurring and consolidated invoicing.
- Issue parts, services, travel, and contractor services.
- Time entry, labor tracking, resource utilization.
- Billable/Non-billable time.
- Task and activity checklists.
- PO's, requisitions, authorization workflow.
- Returns, refurbishments, rotations.
- Service, Meter and Warranty Agreements.
- Multi-currency.
- Fully scalable.



ADVANCED MAINTENANCE

- Scheduled or meter-based maintenance plans.
- Predictive maintenance.
- Parts and labour requirements forecasts.
- Budget vs. Actual profit analysis.
- Model & site maintenance templates.
- Task and activity templates.
- Cross level dependency.
- Agreements/Contracts.



FIELD CONNECT

- Connects HQ/Mission Control to your field technicians.
- Device independent, browser based - protecting your investment - Supports any current Apple, Android, Blackberry or Windows phone or tablet device.
- Job details, status, priority, notations.
- Upload/download files, photos.
- Manage equipment, parts, labor, travel, PO Reqs., notes, tasks, faults, history.
- Record labor and travel time.
- Sign-off signatures.
- Print invoices.
- Maps, routes and auto phone dial functions.
- Touch-driven for ease-of-use.
- Security authentication.



ADVANCED SCHEDULING

- Mission Control.
- 3 pivot views - Outlook Calendar, Job List and Timeline.
- Fully integrated to back-end accounting and job system.
- Live integration with field technicians.
- Monitor onsite time recording.
- Updating mobile phones or tablets is as simple as drawing an appointment.
- Maps, routing, alerts, email and sync to Outlook.
- Colour appointments by status, priority, zone, job type, service centre, customer...
- Quickly create a new job whilst logging a call.
- Find a free tech by time available, skill, work group, or utilization capacity (loading summaries).
- Unlimited custom queries.
- Print work orders, schedules, routes and maps.



EMPLOYEE PORTAL

- Employee access to jobs and quotes via the Internet.
- Management and Sales Force views.
- Update equipment, parts, labor, PO Reqs., travel, notes, tasks, faults, history.
- Sign-off signatures.
- Profit analysis.
- Access full equipment details.
- Print invoices, credits, work orders, quotes.
- Upload/Download files, photos.
- Full Service Level Agreement support.
- Security authentication and permission levels.
- Integrates to Sage CRM, including opportunity and case management and work flow tasks.



CUSTOMER PORTAL

- Customer Self Service - log job or quote requests.
- Access to job or quote progress.
- 3 tier security – Admin, General, View only.
- View maintenance, task and activity schedules.
- Equipment history, warranty and life cycle cost.
- Service Level Agreement/Contract information.
- Online chat functions.



SERVICE CENTERS

- Geographic work centers or divisions.
- GL account segment override.
- Specify stock location defaults.

- Separate numbering for all document types - projects, jobs, quotes, templates, agreements, invoices, credits and return authorizations.
- Lock an employee to a Service Centre.



REPORT MANAGER

- Easily create great looking professional user interfaces for your Crystal Reports.
- Supports any Sage 300 ERP program module.
- Create finders, pull down boxes, date pickers, check boxes, text edit, system variables - replace restrictive parameters.
- Schedule, email and manage all Crystal Reports from a central location.
- Create report groups - Service, End of Month, Profit, Balance Sheet, Orders, AR Aging, Admin...
- Define user access rights.
- Pre-run scripts.
- Dispatch print methods – printer, email, preview.



FLING IT

- An Outlook Add-in.
- Visible in the Outlook Appointments, Email and Task ribbon command bar.
- Support for any SQL database.
- Provides access to any SQL data for insertion into emails.
- Create default email layouts.
- User access security.
- Audit logs ensure full trail of all transactions.
- Include attachments, graphics and documents.
- Use database filters to generate email to specific recipients.
- Integrates with Report Manager