AutomatedService for the Service Industry

Business Software Solution

ENTERPRISE

AutomatedService is the first software solution that is customized to the specific needs of service enterprises right out of the box.
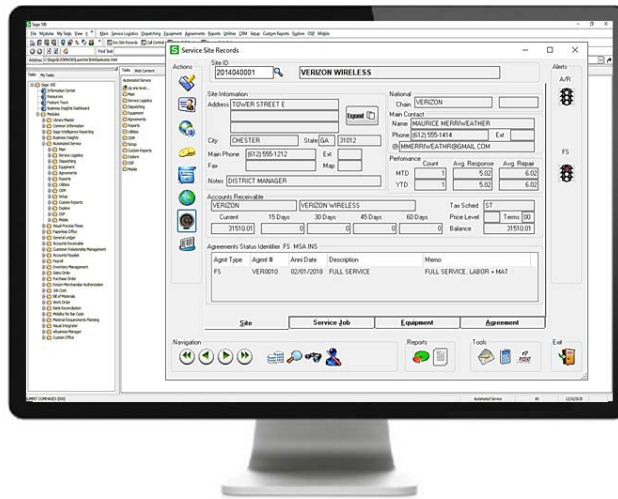
BACK OFFICE

Optimize your back office operations with **AutomatedService**. Process and manage sales, service, and equipment information with increased accuracy and efficiency.

WORKFLOWS

Paperless workflow tools have been optimized for service operations. Whether you are selling, renting, or servicing, everyone will have all the critical job and equipment data at their fingertips. Save time and money by eliminating workflow interruptions.

OPTIMIZE YOUR SERVICE OPERATIONS TODAY!

- An all-in-one solution for the service industry, designed with 30 years of knowledge from our clients.

- Optimize your entire enterprise with one solution - Sales, Service, Rentals, PM's, Accounting all work together to streamline workflows.

- Empower your technicians with real-time mobile job processing tools.

- Mobile SmartForms created to support the information intensive needs of installations, service, and PM.

We help leading small to mid-sized field service organizations across North America get to the next level by helping them overcome service operational business pains. Often our clients have very specific challenges that require unique perspective and insight. It is our technical and industry expertise that make it possible for us to address these problems that no one else can.

Our clients receive an unrivaled opportunity for growth from over three decades of best prac-tice business knowledge which we use to build their internal capabilities and leadership. We provide best in class automated field service software to give them increased profitability and overall service enterprise productivity. Our knowledge and customized solutions have become the competitive differentiators that make our clients the market leaders they are today.

TURNKEY SOLUTION THAT GETS EVERYONE ON THE SAME PAGE

- Inventory Control
- Quotes
- Invoicing
- Rentals
- Shipping
- Purchasing
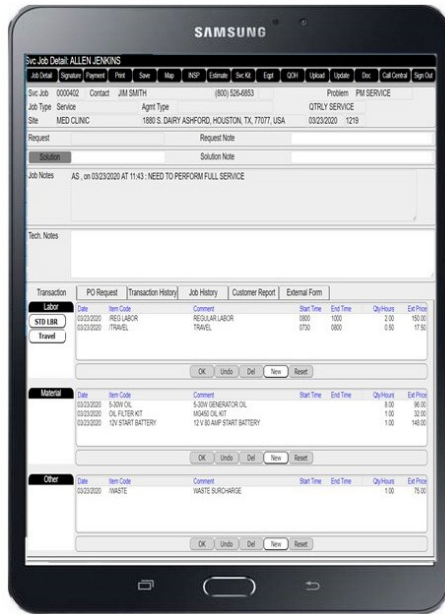- Bar Coding
- Alerts
- Analytics

- Customer Service
- Service History
- Equipment & Warranty
- Workflow Tools
- SVC Contracts
- SLA Agreements
- PM Automation
- Document Storage
- Mobile Tools

MOBILE

With **AutomatedService**, your mobile workforce will have the confidence knowing they have the right tool get the job processed. Techs have instant access to all the details and will have confidence transacting business for every job type; break fix, installs, preventive maintenance, inspections and warranty.

CUSTOMER PORTALS

Empower your customers with the ability to perform self-service. Customers can securely access job history and documents. You'll have confidence knowing anytime a service document or Smart Form is processed by your workforce, a PDF copy of the document is automatically saved to the customers service location.

For more information on **AutomatedService** please contact us at:
sales@ascent-sys.com
800.256.6853

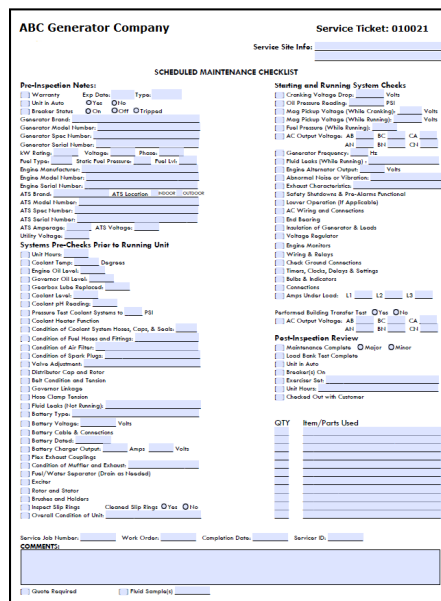## MOBILE SOFTWARE FOR EVERY SERVICE TASK

- Equipment record history contains specific details to equipment specifications and configurations.

- Call takers can accurately identify, edit, and add equipment requiring service during dispatch process.

- Mobile user interface vetted for ease of use and functionality by service technicians for 10+ years.

- Mobile techs have complete access to equipment specifications, configurations, service & parts history, PM material requirements, and other supporting documentation.

- Transactional flexibility sets our solution apart from the competition, what ever the need we have you covered: Multi-branch / Multi-tech / Multi-day processing.

- Transactional functionality that optimizes workforce performance: labor, inventory, service kits, field purchases, purchase requests, signatures, payments, forms to support business needs, photo uploads and automated customer service ticket email routing.

SMARTFORM TECHNOLOGY WILL REVOLUTIONIZE THE WAY YOU DOCUMENT WORK

- SmartForms come standard with system.

- Forms provide detailed customer and equipment information.

- Technicians quickly and accurately fill out SmartForm details on their mobile device.

- SmartForm data is then saved and routed to the customer in a professional format.

- Technicians have the ability to adjust or edit incorrect detail provided by back office.

- Documents are automatically saved to customers service history for easy retrieval by your service personnel.

- Customers can access their SmartForms through our Online Customer "Self Serve" portal.

AutomatedService has been the optimization software developer of choice for best in class service companies for over 30 years. With our service industry domain knowledge, you're investing in the ultimate sales, service, and rental solution. Regardless of whether you work within the industrial sector, residential sector, or a mix of sectors, this is the all-in-one that you have been looking for.