

Job Logic enhances mobile engineer response times



Companies with mobile service and repair engineers can now organise their field agents more efficiently and respond to emergencies faster following enhancements to the JobLogic modular software system available from Birmingham-based Tracer Management Systems Ltd.

Tracer, part of Carter Thermal Industries, has recently partnered with Swindon-Based CMS SupaTrak to add SupaTrak vehicle tracking to its JobLogic system options.

SupaTrak provides the additional capability for companies to see the live status of their agents in the field and thus be better able to react to unforeseen customer demand for service and/or emergency repairs.

Providing a complete end-to-end service for service and maintenance contractors, JobLogic has been designed for companies with small and medium numbers of field engineers, typically 5-50, but has the flexibility to handle smaller or larger numbers just as effectively.

The system manages a contractor's complete service requirement, from logging the initial call through engineering scheduling to job completion and invoicing, with all functions fully integrated to give greater control and increased efficiency over what can be complex logistics planning.

"by tracking their progress in real time, it is possible to accurately advise the customer when they will arrive"

Dave Wilson,
Project Manager

JobLogic software is immensely practical and user friendly, and is

already proving very popular with a number of companies providing repair and maintenance services to a whole range of domestic and commercial customers. Suitable for heating engineers, plumbers, refrigeration specialists, air conditioning companies and many more businesses involved in breakdown or insurance work, the system can be configured to meet individual requirements and specifically each client's target response criteria.

To do this, Tracer is adding new components to JobLogic all the time. Most recently these include remote communications with field engineers via PDA handheld units and the addition of vehicle tracking. Both offer several new client benefits that further enhance levels of control and response, as Tracer's PDA Product Manager Dave Wilson explains.

"Being able to contact engineers quickly is only one part of the solution for many of our clients. When time is of the essence they also need to be able to shortcut their response mechanisms to meet service expectations or contractual obligations," he says.

"But speed is only one of the factors to take into consideration. There is no point diverting the nearest man to the emergency if he does not have the requisite skills to do the job."

"By adding the CMS SupaTrak vehicle tracking system to

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JobLogic we are able to create the ideal solution. Clients with the SupaTrak option can now see instantly where all their engineers are at a given moment. So when a call comes in that requires a rapid response to a breakdown or emergency repair, the scheduler can quickly call up their location on screen and using his knowledge of what needs to be done determine which engineers are both nearest geographically and have the necessary skills. He can then contact the engineers in order of priority and ascertain their availability, and from that direct the most suitable person to the emergency."

"Additionally, by tracking their progress in real time, it is possible to accurately advise the customer when they will arrive and, if there are any problems finding the location, be able to talk the engineer to the spot, reducing the risk of any further delay."

"JobLogic with the SupaTrak option thus provides our clients with enhanced service capabilities that enable them to work smarter and more efficiently. In turn, their customers get a better and more responsive service."

"Clients have told us they like the added flexibility this offers. It provides them with a new cost effective and practical way of working that minimises delay and yet ensures the most efficient use of manpower resources at all times."

"We will continue to refine JobLogic's capabilities as we get increased feedback from customers and in the future this may entail integrating other CMS wireless communication products within the system," he adds.

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