4PS
Field Service App

Connect the office with the field service

Manage your projects with software from 4PS

Our mission? To improve the building, installation and civil engineering sector worldwide with innovative business software. We continuously focus on new developments, building on the future-proof Microsoft Dynamics 365 Business Central platform. We respond to developments across the construction industry, translating them into intelligent, practical applications.

Our ERP system 4PS Construct provides support during the planning, implementation and after-sales service relating to your projects. This total solution includes aspects like project management, calculation and financial administration in one software package. And you can easily create reports in the same package.

The result: better insight into the entire process! Obtain real-time control over your projects with 4PS Construct. We also have various apps and portals that work integrally alongside the basic ERP package.

The 4PS Field Service App is one of them.

Access the right information anywhere

Service calls need to be resolved quickly and accurately. You do not want customers to be stuck for a long time with say, a leakage, before you resolve it. If a service call is made, you want to send off the right field service employee asap. You can provide field service employees with the right information with the 4PS Field Service App in 4PS Construct.

The app works in an integrated way, as it is linked to 4PS Construct. Extensive information, like the work order, contact data and location prepared by the back office, will be available to the field service employee at once. Your field service will record all relevant data on site, like work hours and travel time, so you always have real-time information about the status of a service call.

All in all, your field service employee will efficiently take care of all administrative work for service and maintenance work with this powerful tool. Hard copies and work sheets are a thing of the past!

1. All information available at once

The 4PS Field Service App gives your field service employees immediate access to all relevant information. They can not only consult information, but also

- register materials used;
- read documents;
- book hours;
- sign with digital signatures.

After completion, the job will return to the back office and the digital work sheet will be sent to the email box of your customer. Your administration can get started with the invoice straight away.

2. Multipurpose

The 4PS Field Service App is suited for a wide range of activities, from extensive inspections of installations to recording production status for price book work. Employees can create and process orders themselves, with immediate feedback to the back office.

3. Integral operation

The 4PS Field Service App interfaces with our Service & Maintenance module. This makes information you register in the app visible for the back office as well. The app can also be used in combination with other 4PS products, like the 4PS Graphical Resource Planning. In short: everything works like a well-oiled machine.

> 4PS Graphical Resource Planning linked to the 4PS Field Service App

The 4PS Field Service App offers a variety of options for processing work orders and reference points, registering and summarising work that was carried out. Completing a time sheet is another one of these functionalities.
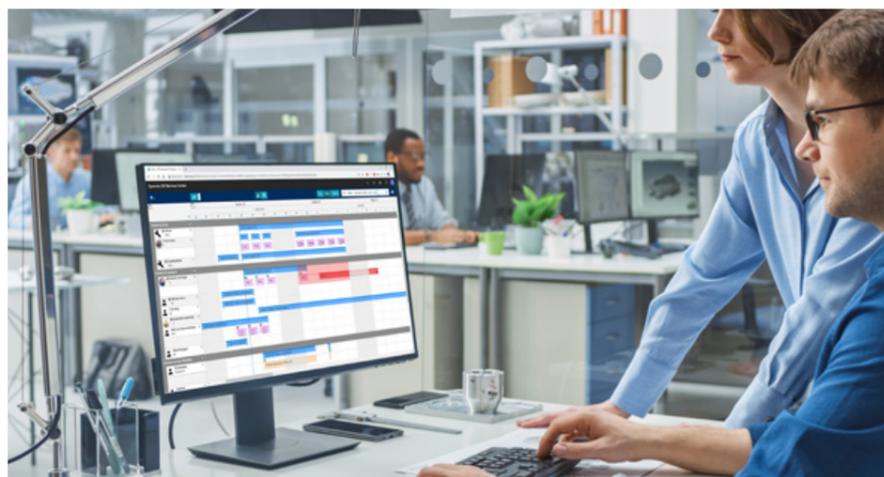
> Process work orders

A field service employee can see their itinerary in the 4PS Field Service App, as well as the priorities of the work orders. Before they accept a work order, they can view the details of the order.

This gives the field service employee information about general and customer specific data. Field service employees can also create and process work orders themselves. And lastly, they can order and collect materials with the app.
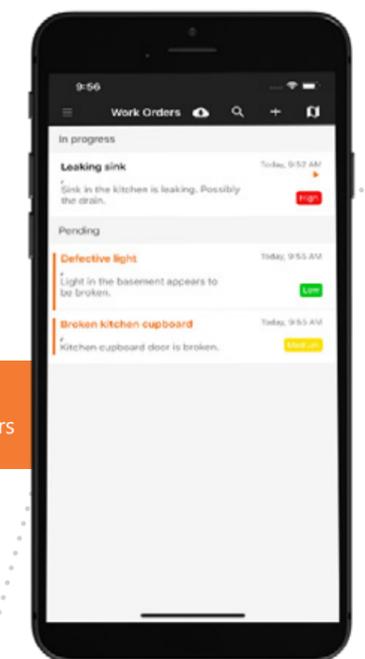
> Reference points

The 4PS Field Service App uses reference points; these are the points in time that are important for a work order. An employee uses reference points to register actions like accepting the work order, travel time, working time and follow-up jobs.

All reference points that the field service employee generates, are visible to the back office straightaway. These reference points are also available when you calculate times for performance contracts. Do you use the 4PS Graphical Work Order Planning? Then you can use it to visually follow the status of an order.

> **Example:**
List of work orders

Functionalities

> Registration of work

The 4PS Field Service App allows an employee to directly record the materials used during their work. When registering materials or items, they make a selection of the materials the back office made available. This way an employee always has information about the current status of the stock in their service van, and they always have the right materials and items with them when they arrive on site.

Besides managing stock in the van, the field service employee also manages the transfer of materials, purchase receipts and any additional costs in the app. You can also take and add pictures. This can clarify situations for the back office. Quick, easy and effective!

> Debriefing

A field service employee enters their analysis of the order with the Debriefing functionality. They specify the actual problem, what caused it and how it was solved. They also have an option to enter debrief texts for the benefit of the back office. This is useful when they want to add extra information about the customer or the location.

> Time accounting

Field service employees can also book hours in the 4PS Field Service App. The time sheet will automatically be completed with the logged hours taken from orders.

The 4PS Field Service App also offers the option to book indirect hours, like leave. These hours will be put through to the back office with the time sheets in 4PS Construct.
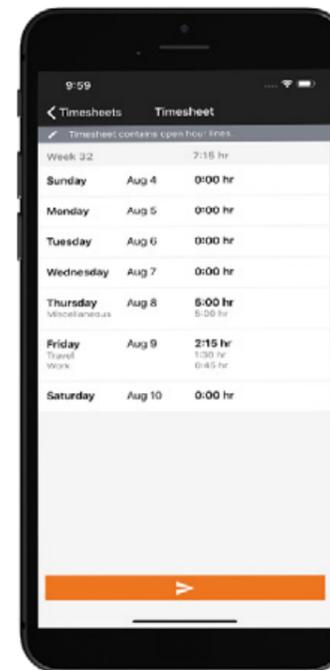
> Sign work orders

Once a field service employee has completed the work, they will finish the order. They have the option to view the registered hours, and if necessary modify them. The 4PS Field Service App allows them to show a summary of the work and registrations to the customer, so they can sign off the order. Afterwards they wrap up the order and return it to the back office.

They receive all the information about the service order in 4PS Construct and can invoice the customer.
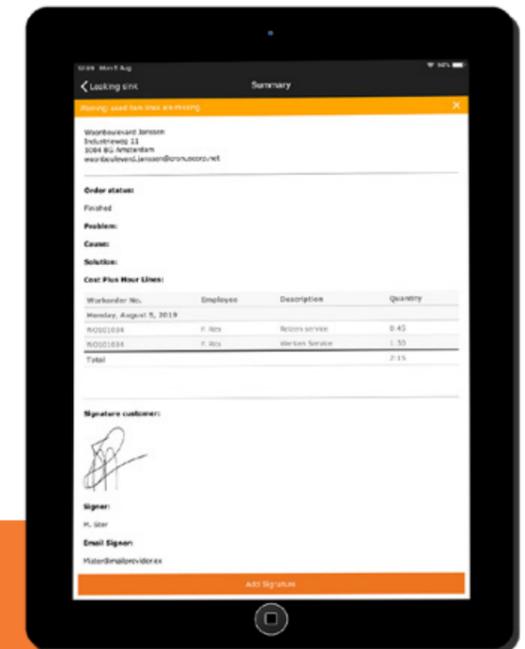
> **Example:**
Overview work order
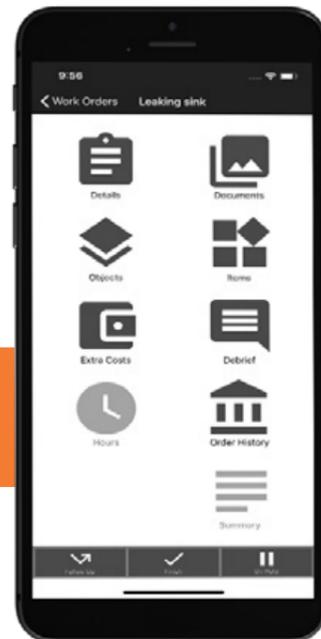
> **Example:**
Weekly hours of a field service employee

> **Example:**
Signed work order

Other functionalities

> ## User setup

You can add users to the 4PS Field Service App with the Generic Authentication Provider in 4PS Construct. Simply create an account for each user, with username and password.

Unauthorised people do not have access to the app.

> ## Work offline

You can also use the 4PS Field Service App offline. Read documents, complete work orders or add new pictures without an internet connection.

Images that you added will become visible in 4PS Construct once you are back online.

Interfaces

> ## Module: Service & Maintenance

Do you want to use the 4PS Field Service App? Then you must have the Service & Maintenance module in 4PS Construct. This module is the ideal way to support the whole of your process: from managing the back office and field service up to process monitoring.

> ## 4PS Graphical Resource Planning

The 4PS Graphical Resource Planning (GRP) is a complete scheduling tool that helps you to make an orderly and efficient planning. As a result of the link between the GRP and the 4PS Field Service App, you can see the work orders created in the GRP in the 4PS Field Service App instantly. These orders can easily be dragged to the right place in the GRP. It is also possible to create requests and create a personalised view from the digital planner screen, giving you a proper view of the planning. Clear and simple, and saving you time.

> ## 4PS Control

The 4PS Field Service App is also integrated with the 4PS Control portal. You can communicate with customers and partners using 4PS Control. The integration with the 4PS Field Service App means that the status of a work order is immediately visible in 4PS Control. This way, each customer and partner can see what status the work order has.
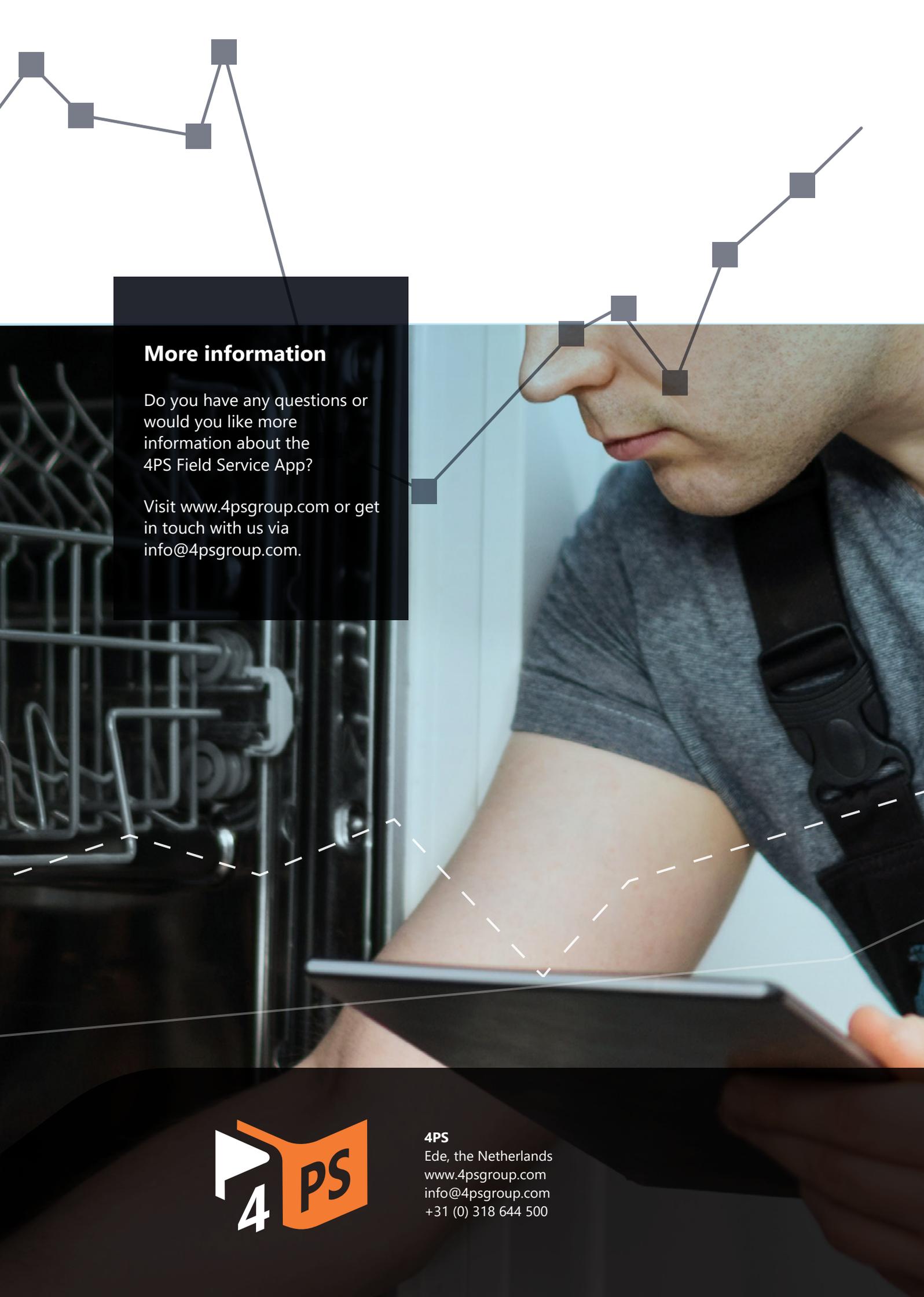
More information

Do you have any questions or would you like more information about the 4PS Field Service App?

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