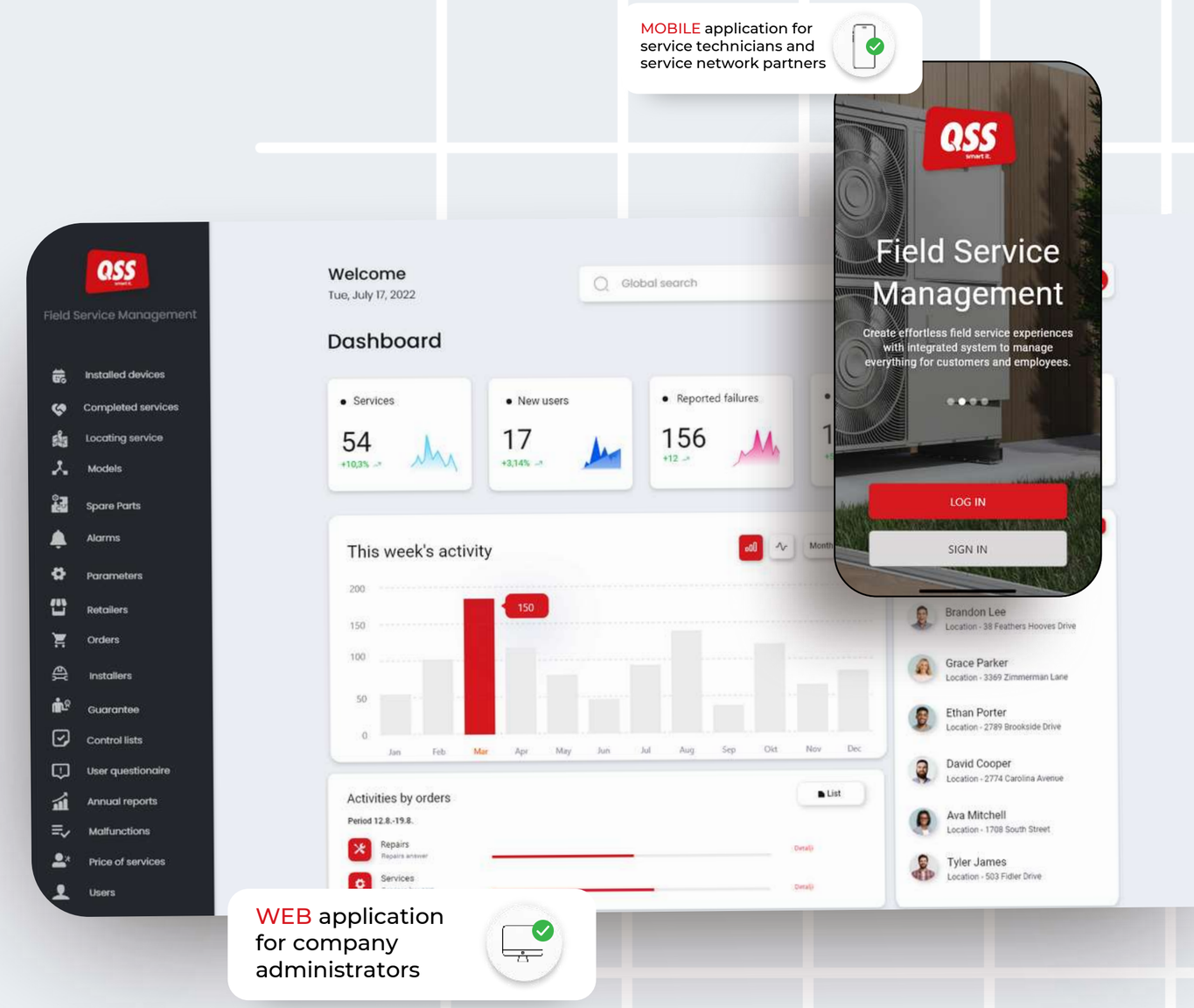
Field Service Management

Provide seamless field service experiences for both customers and service technicians by utilizing a single integrated system to facilitate all necessary actions.



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Transform your **field service operations** into a **strategic differentiator** with our **field service management system.**

- Break down silos
- Increase revenue
- Automate workflows
- Reduce costs
- Streamline processes
- Real-time updates
- Connect processes
- Increase efficiency
- Empower technicians
- Enhance service delivery

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WHY Field Service Management?

Benefits

Improve efficiency

With a field service management system, you can streamline scheduling, dispatching, and communication between your office and field teams. This can result in reduced downtime, faster response times, and increased productivity, which can save you money.

Enhance customer satisfaction

Real-time updates and better job visibility provided by a field service management system can help you improve your customer service and response times. This, in turn, can lead to higher levels of customer satisfaction and loyalty, helping you retain customers and increase revenue.

Increase accountability

With a field service management system, you can track field team performance and job progress in real-time. This can increase accountability and transparency across your organization, leading to better decision-making and improved performance overall.

Achieve better data management

A field service management system can help you manage customer, field team, and equipment data more effectively. This provides better insights into your business operations, allowing for more informed decision-making and improved performance over time.

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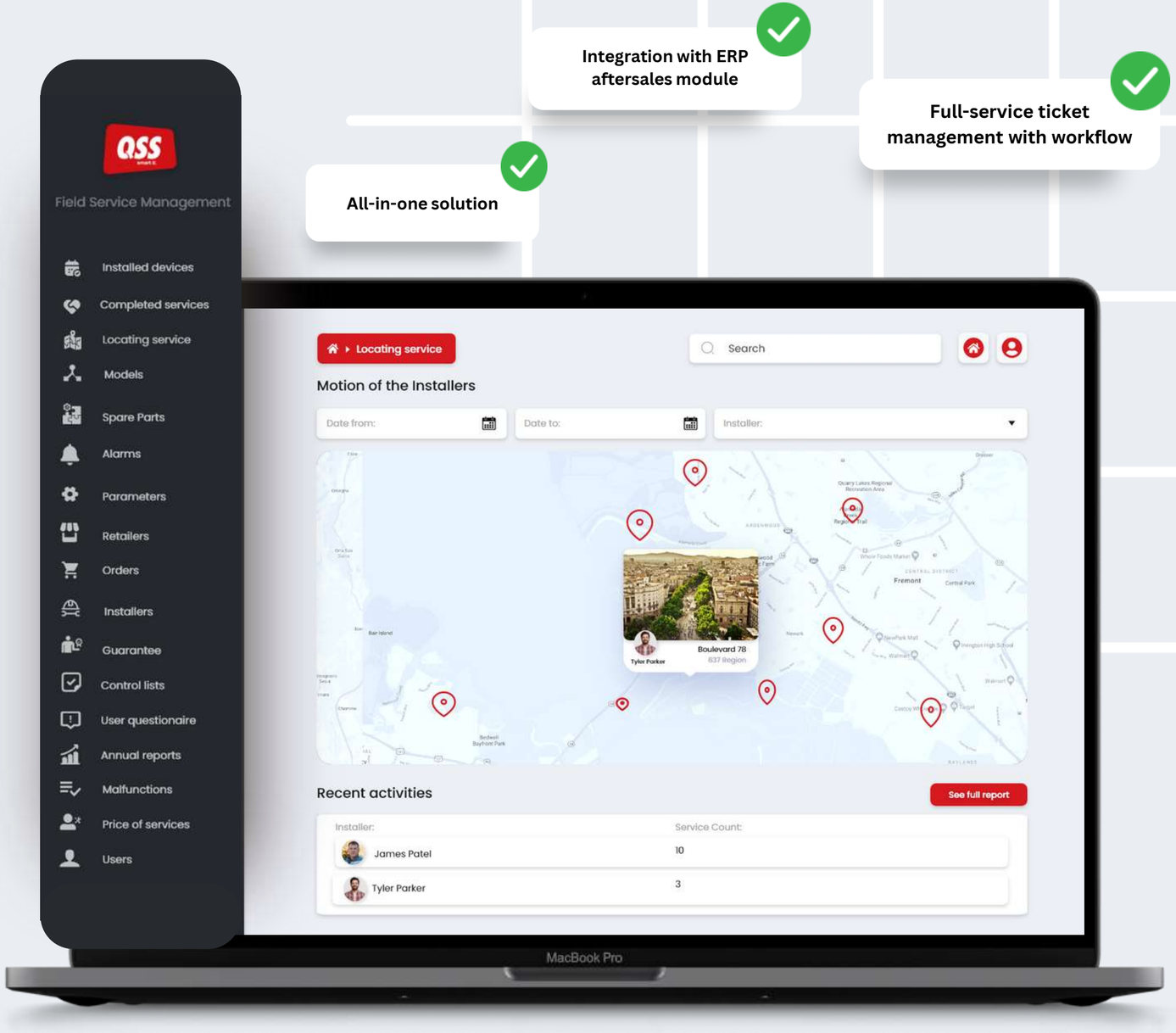
WEB
application for administrators

- QSS Field Service Management System simplifies repair services, device management, and customer relations. It provides a centralized platform for tracking and managing services, generating work orders, calculating billing, and utilizing GPS monitoring for efficient service delivery.

- With QSS Field Service Management System, businesses can improve the efficiency of their repair services, reduce billing errors, and enhance customer satisfaction.

- The software is designed to manage all aspects of device servicing, including spare parts, warranties, and products. By utilizing this system, businesses can optimize their operations and increase profitability while delivering timely and high-quality services to their customers.

Improved service delivery and customer satisfaction through a streamlined and efficient process.



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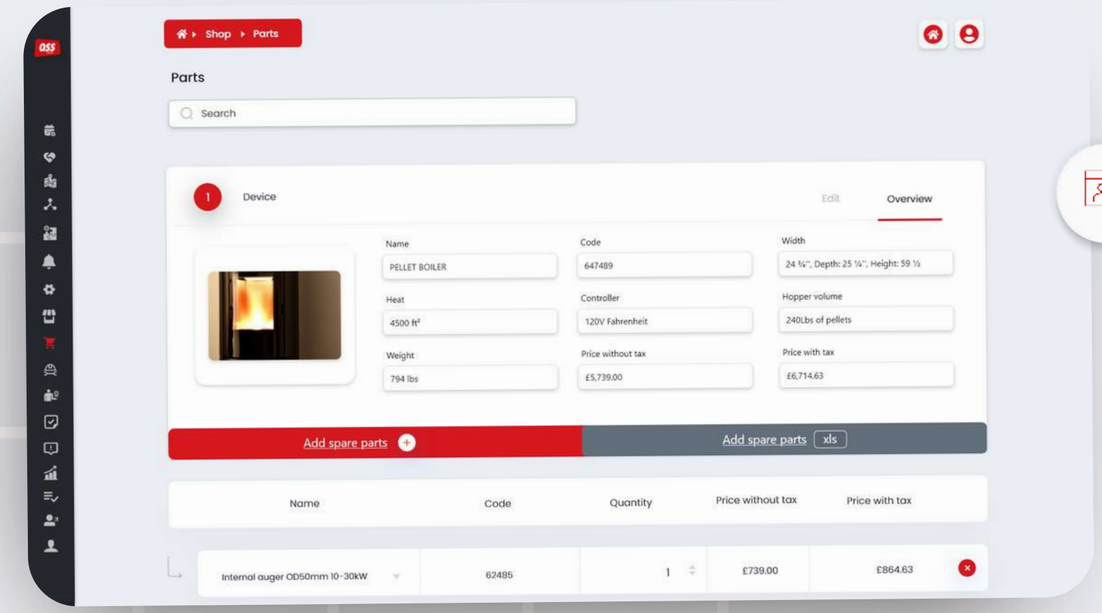

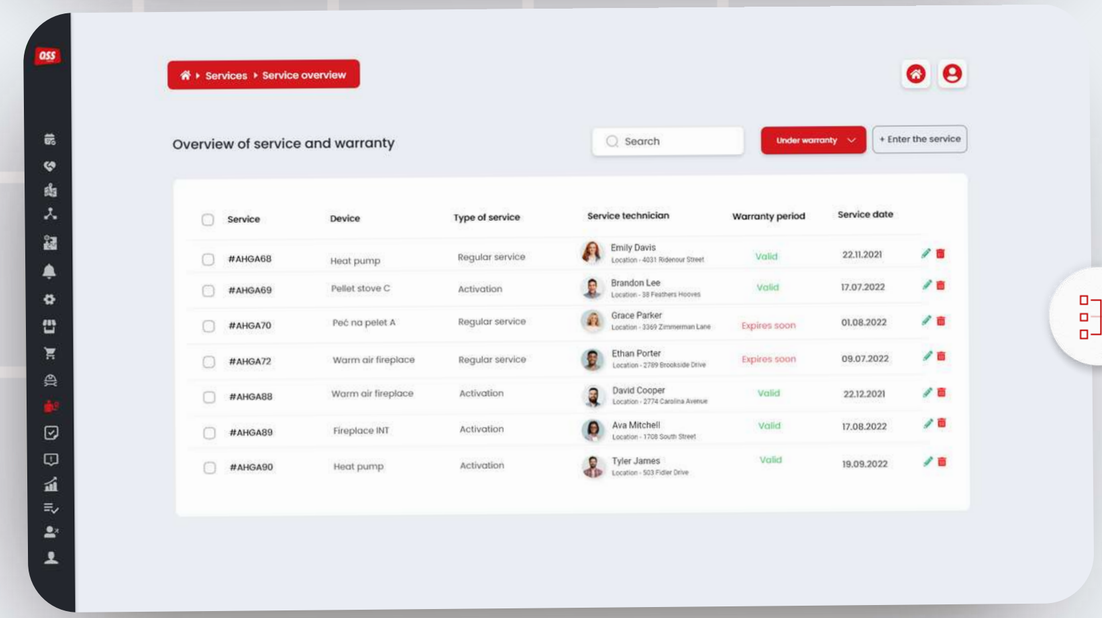

QSS Field Service Management System is a powerful software solution designed to simplify all aspects of field service operations.

Advanced analytics and statistics features enable service technicians to quickly identify recurring issues and develop effective solutions.

It simplifies management tasks like order tracking and installer management, while also streamlining troubleshooting with **error code highlighting** and **alarm notifications** that save time for technicians.

System prioritizes **customer satisfaction** by providing a feedback mechanism through surveys sent via SMS or email after service completion.

The software automatically generates **reports** that detail the service that has been performed, providing transparent information to customers and building trust.

It integrates seamlessly with the **ERP aftersales** module, providing businesses with real-time access to service operations, customer information, service history, and spare parts inventory.

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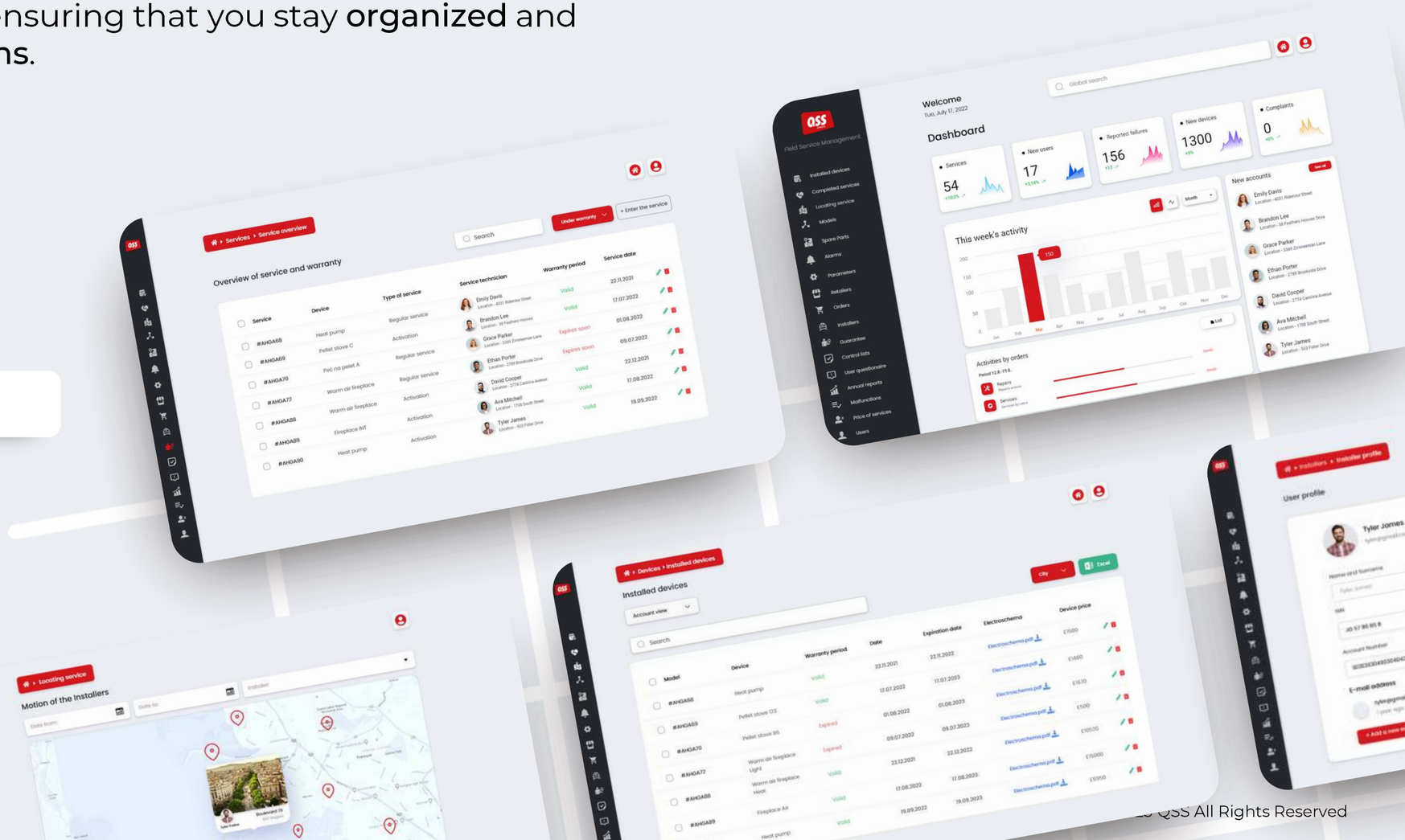
WEB
application for administrators

Software solution provides a seamless experience for managing repair services, devices, and customers, ensuring that you stay organized and efficient in your business operations.

- Easy to Use
- Customizable
- All in One



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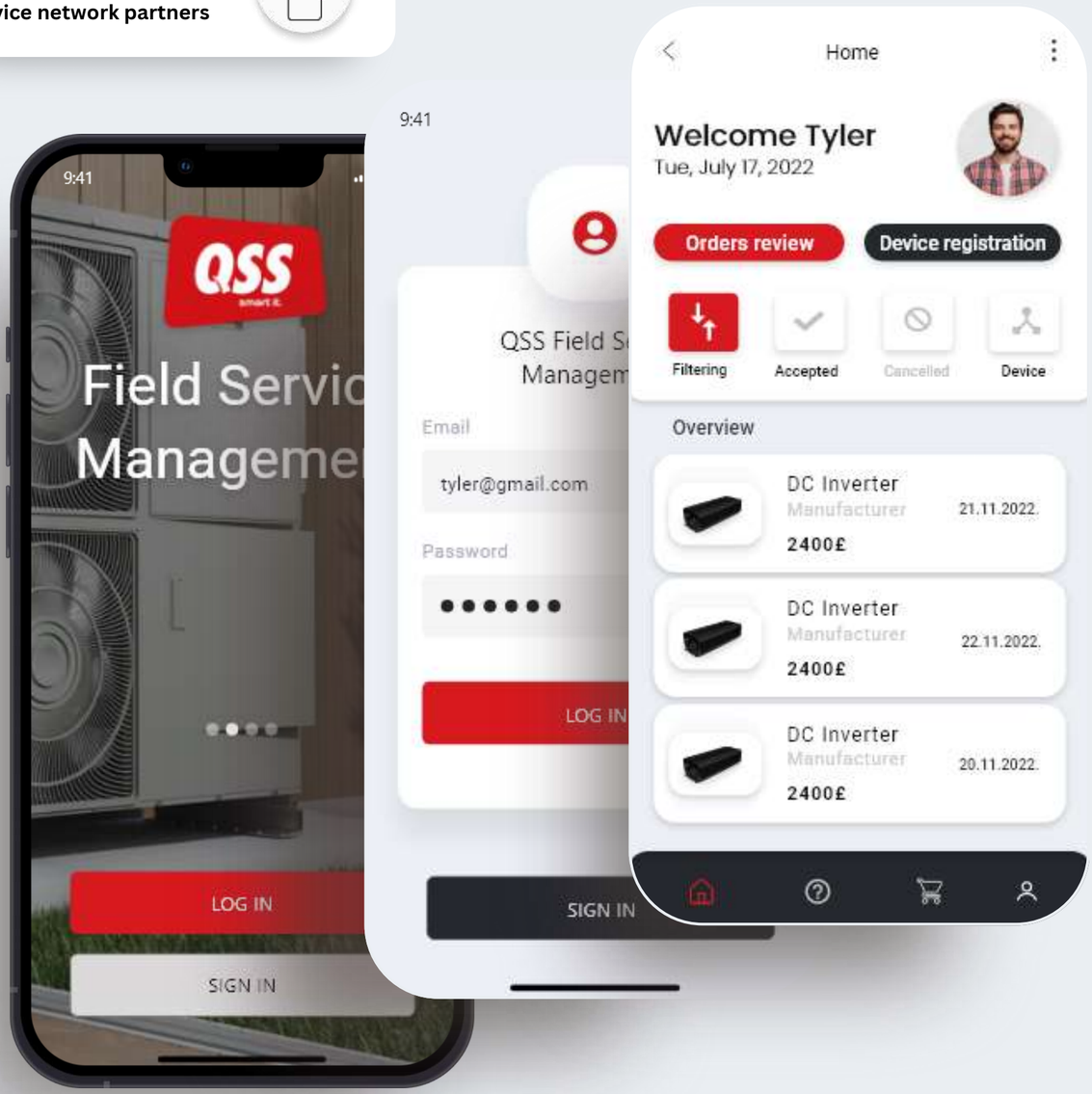
MOBILE application for service technicians and service network partners



The application designed for **service technicians provides** and **service network partners** comprehensive information about the device they are servicing.

- **Comprehensive device information** for service technicians and network partners.
- **Instant access** to device warranty status.
- **Navigation option** to customer location for devices already in operation.
- **Streamlined process** for creating service orders.
- **Convenient quick links** for device servicing and easy navigation to customer address.
- **Seamless cancellation** of work orders with confirmation option.

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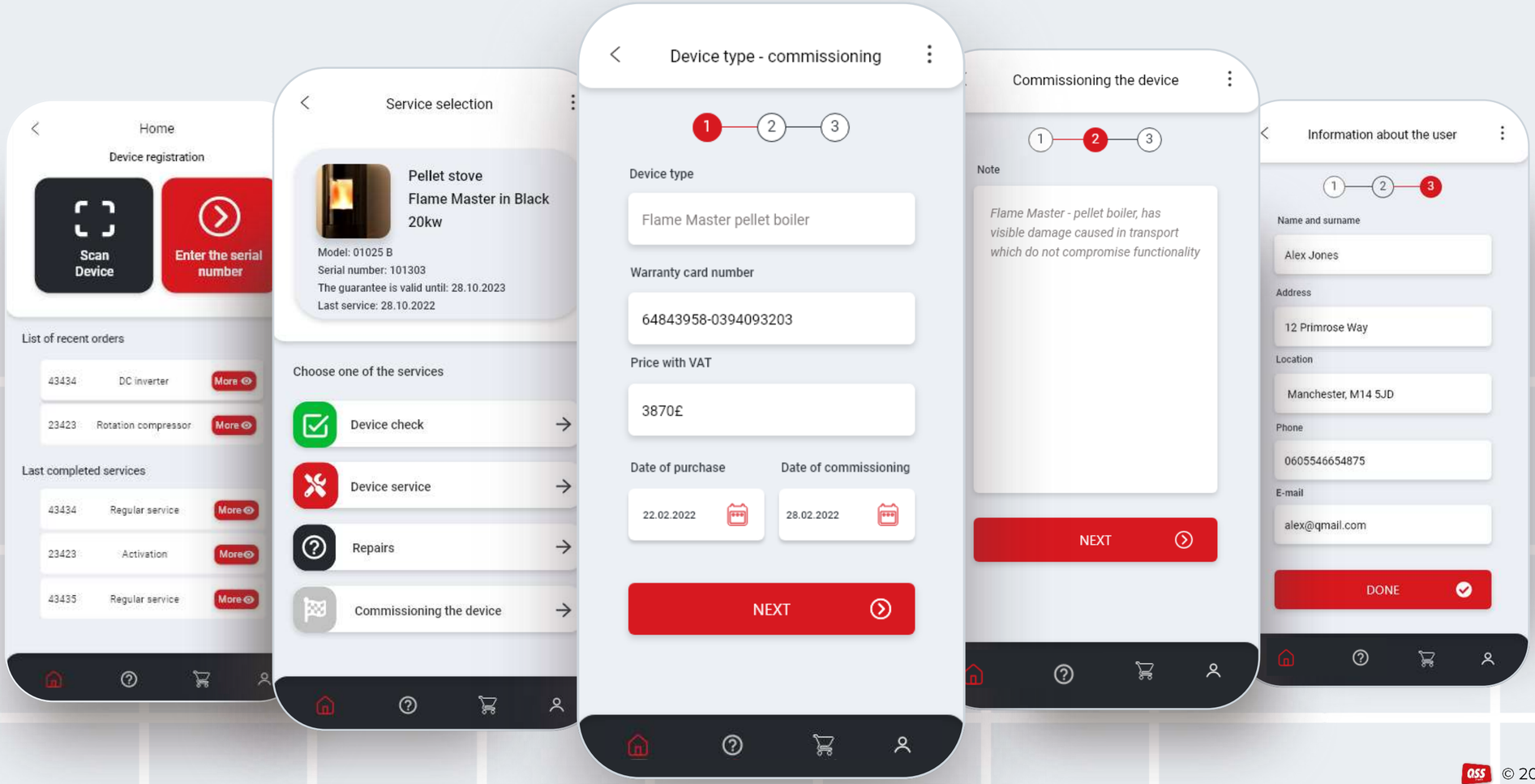
MOBILE application for service technicians and service network partners

- One of the features of the application is the ability for installers to **easily retrieve information** about a device by scanning its serial number.
- This can be done either manually or by using the camera on a mobile device for automatic scanning. Once scanned, a window will appear displaying basic information about the device.
- Another feature of the application is the **provision of convenient links** for device servicing, as well as **easy navigation** to the customer's address.
- Additionally, the application allows for work order cancellations to be carried out effortlessly by selecting and confirming the cancellation option. During the cancellation process, the details of the canceled service will be displayed to the service technician.



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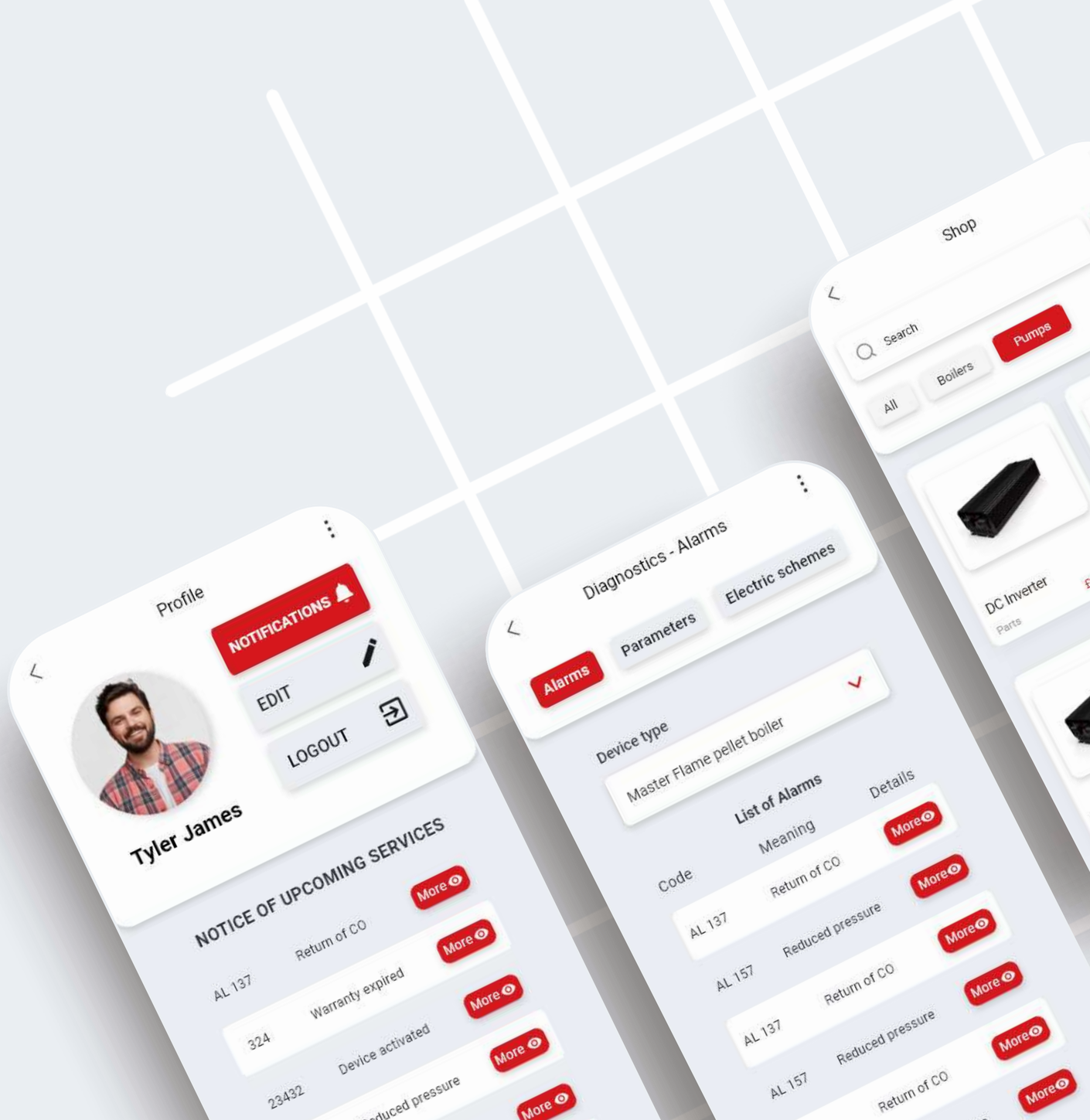
MOBILE application for service technicians and service network partners

The application is intended to facilitate the work of service technicians in the field, providing quick access to all information about the device, customer, store, and services performed.

- The app shop within the application comprises a comprehensive list of all available spare parts, which have been sorted according to the device models they can be installed on.
- **Service technicians** are presented with a user-friendly interface that displays a list of devices accompanied by a picture, name, and MPC price.
- Moreover, the app shop offers an efficient filtering system that allows technicians to search for specific spare parts by name, code, price, and model.
- The way in which information about a scanned device is displayed within the application varies depending on the device's current status.
- If the device is being commissioned, service technicians will only see the commissioning option along with a diagnostics tab.
- The diagnostics tab provides technicians with a list of alarms, parameters, and electrical diagrams related to the device. This ensures that technicians have access to all necessary information required to carry out the commissioning process effectively.



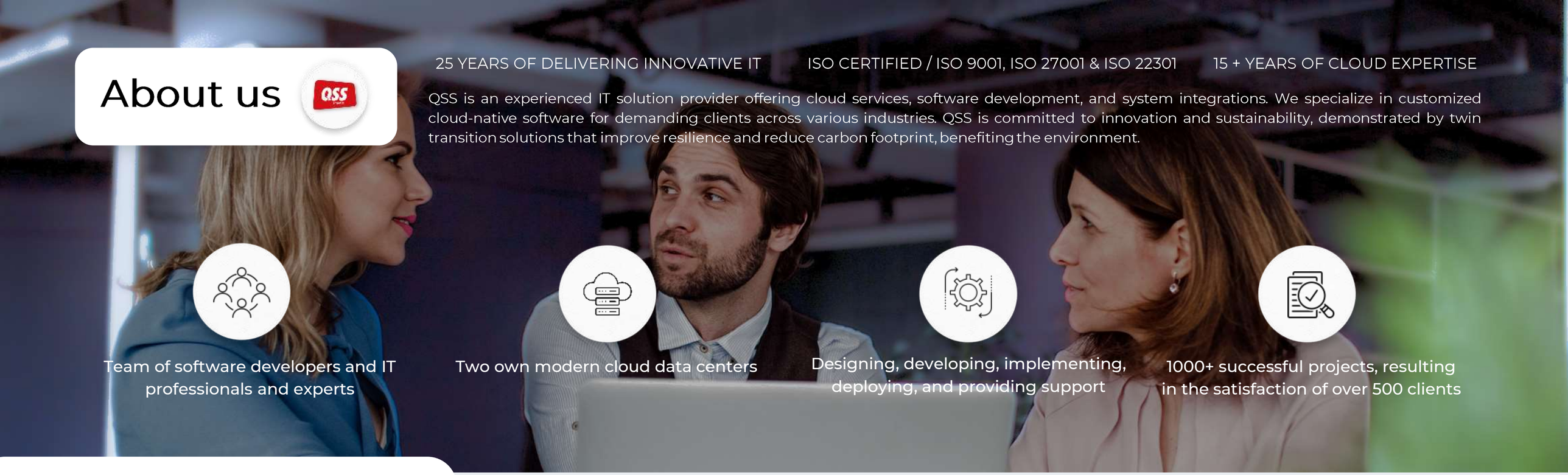
About us

25 YEARS OF DELIVERING INNOVATIVE IT

ISO CERTIFIED / ISO 9001, ISO 27001 & ISO 22301

15 + YEARS OF CLOUD EXPERTISE

QSS is an experienced IT solution provider offering cloud services, software development, and system integrations. We specialize in customized cloud-native software for demanding clients across various industries. QSS is committed to innovation and sustainability, demonstrated by twin transition solutions that improve resilience and reduce carbon footprint, benefiting the environment.



Team of software developers and IT professionals and experts

Two own modern cloud data centers

Designing, developing, implementing, deploying, and providing support

1000+ successful projects, resulting in the satisfaction of over 500 clients

OUR MISION

Our mission is to inspire organizations to improve and secure their business using our innovative IT solutions, either on-premise, in our or third-party Cloud.

- Corporate & Social Responsibility
- Code of Conduct
- Customer-First Focus
- Strong Community of Members and Partners

OUR PEOPLE

Our team of experts possess unmatched expertise and domain knowledge in software development, data analytics, cloud computing, cybersecurity, AI, and machine learning.
We deliver innovative solutions that cater to our client's specific needs, backed by the latest industry trends and best practices.

WHAT WE OFFER

- Bespoke Software
- Business and Advanced Analytics
- Cloud Solutions
- Managed Services

OUR PRODUCTS

QSS Cloud offers a range of IaaS, PaaS, and SaaS services that can be hosted in QSS Cloud, customer's infrastructure, or a Hybrid Cloud.

- Digital banking platform
- Customer experience platform
- Carrier-grade versatile IoT platform

GLOBAL PARTNERSHIPS

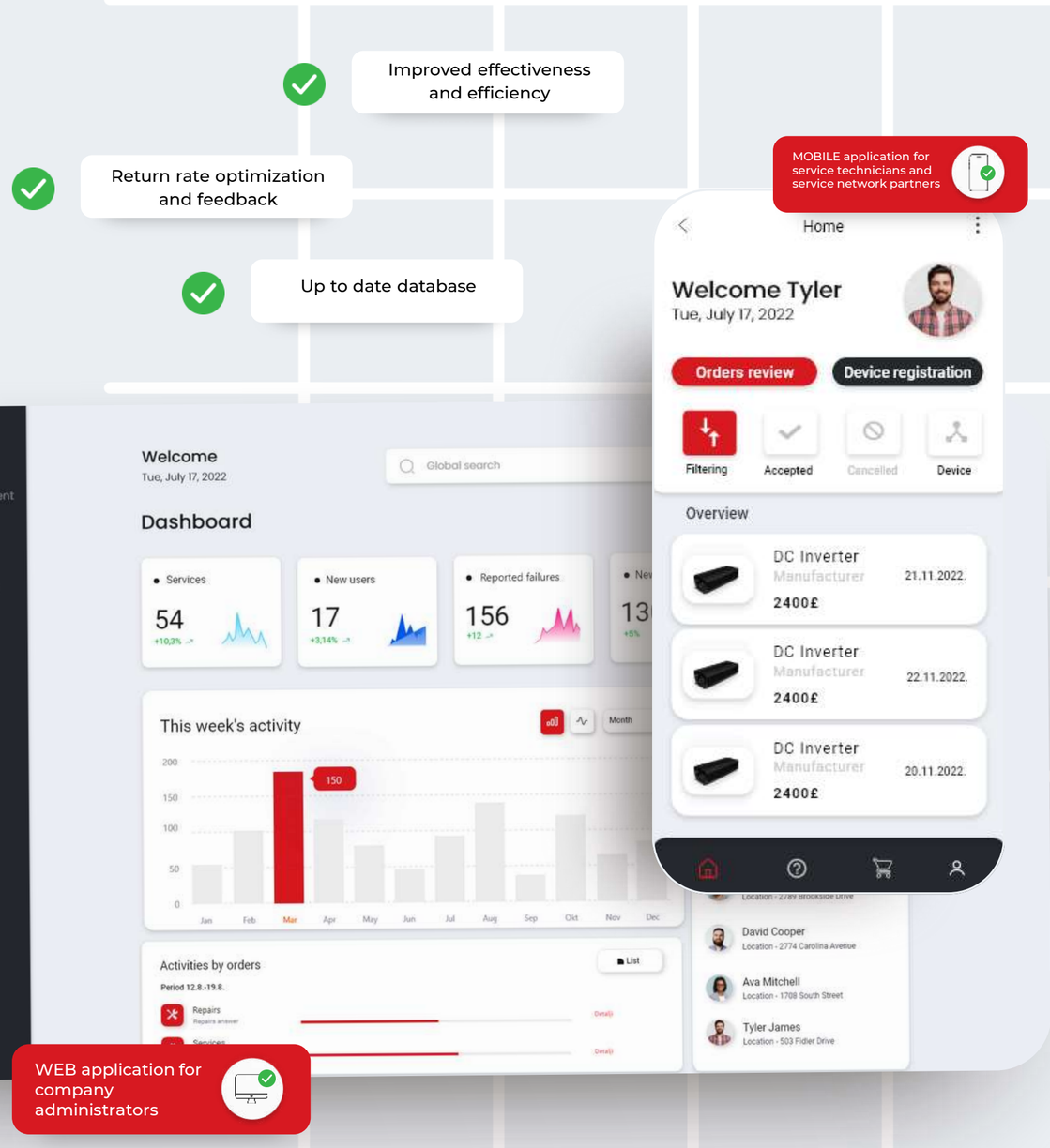
Microsoft, VERITAS, IBM, hp, MINIO, ORACLE, Symantec, vmware, Check Point, FALCONSTOR, Adobe, veeam, cisco, Red Hat

COMPETENCIES AND CERTIFICATES

Microsoft Partner, IBM Silver Partner, Red Hat Ready Business Partner, ORACLE Gold Partner, cisco Partner, vmware Partner Connect

Looking for a way to optimize your Field Service Management operations?

Our **comprehensive field service management system** provides all the tools you need to streamline work orders, track repairs, manage spare parts, and monitor the movement of your repairmen using GPS.



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