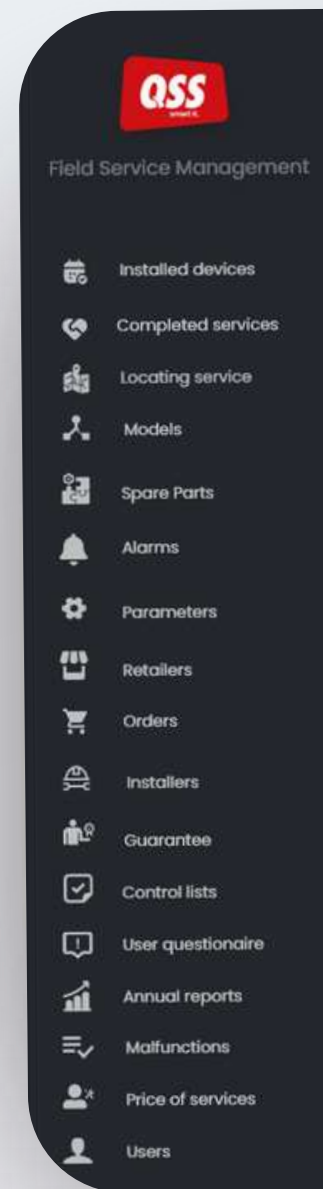


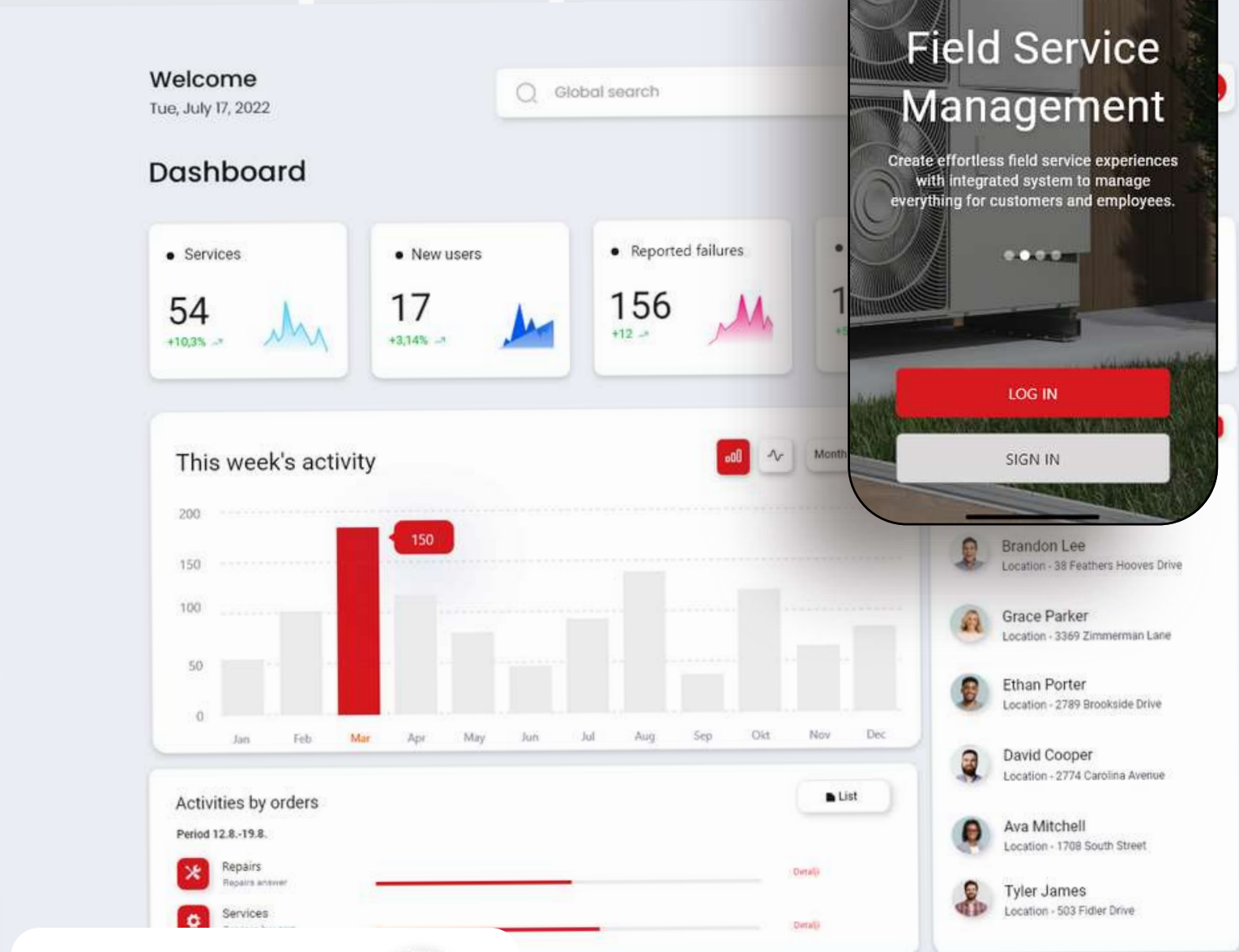
Field Service Management

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



WEB application for company administrators

MOBILE application for service technicians and service network partners



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



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.

✓ 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.

✓ 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.

✓ 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.



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.

QSS
Field Service Management

- Installed devices
- Completed services
- Locating service
- Models
- Spare Parts
- Alarms
- Parameters
- Retailers
- Orders
- Installers
- Guarantee
- Control lists
- User questionnaire
- Annual reports
- Malfunctions
- Price of services
- Users

Home > Locating service

Search

Motion of the Installers

Date from: [calendar icon] Date to: [calendar icon] Installer: [dropdown menu]

Map showing installer locations with a callout for Tyler Parker at Boulevard 78, 637 Region.

Recent activities

Installer:	Service Count:
James Patel	10
Tyler Parker	3

See full report

MacBook Pro

All-in-one solution

Integration with ERP
aftersales module


Full-service ticket
management with workflow

Shop > Parts

Parts

Search

1 Device



Name	Code	Width
PELLET BOILER	647489	24 1/4", Depth: 25 1/4", Height: 59 1/4"
Heat	Controller	Hopper volume
4500 ft ⁴	120V Fahrenheit	240Lbs of pellets
Weight	Price without tax	Price with tax
794 lbs	£5,739.00	£6,714.63

Add spare parts + Add spare parts xls

Name	Code	Quantity	Price without tax	Price with tax
Internal auger OD50mm 10-30kW	62485	1	£739.00	£864.63



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.



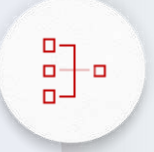
It simplifies management tasks like order tracking and installer management, while also streamlining troubleshooting with error code highlighting and alarm notifications that save time for technicians.



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.

Services > Service overview

Overview of service and warranty

Search Under warranty + Enter the service

Service	Device	Type of service	Service technician	Warranty period	Service date
#AHGA68	Heat pump	Regular service	Emily Davis Location - 4031 Ridenour Street	Valid	22.11.2021
#AHGA69	Pellet stove C	Activation	Brandon Lee Location - 38 Feathers Hooves	Valid	17.07.2022
#AHGA70	Peč na pelet A	Regular service	Grace Parker Location - 3369 Zimmerman Lane	Expires soon	01.08.2022
#AHGA72	Warm air fireplace	Regular service	Ethan Porter Location - 2789 Brookside Drive	Expires soon	09.07.2022
#AHGA88	Warm air fireplace	Activation	David Cooper Location - 2774 Carolina Avenue	Valid	22.12.2021
#AHGA89	Fireplace INT	Activation	Ava Mitchell Location - 1708 South Street	Valid	17.08.2022
#AHGA90	Heat pump	Activation	Tyler James Location - 503 Pider Drive	Valid	19.09.2022

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

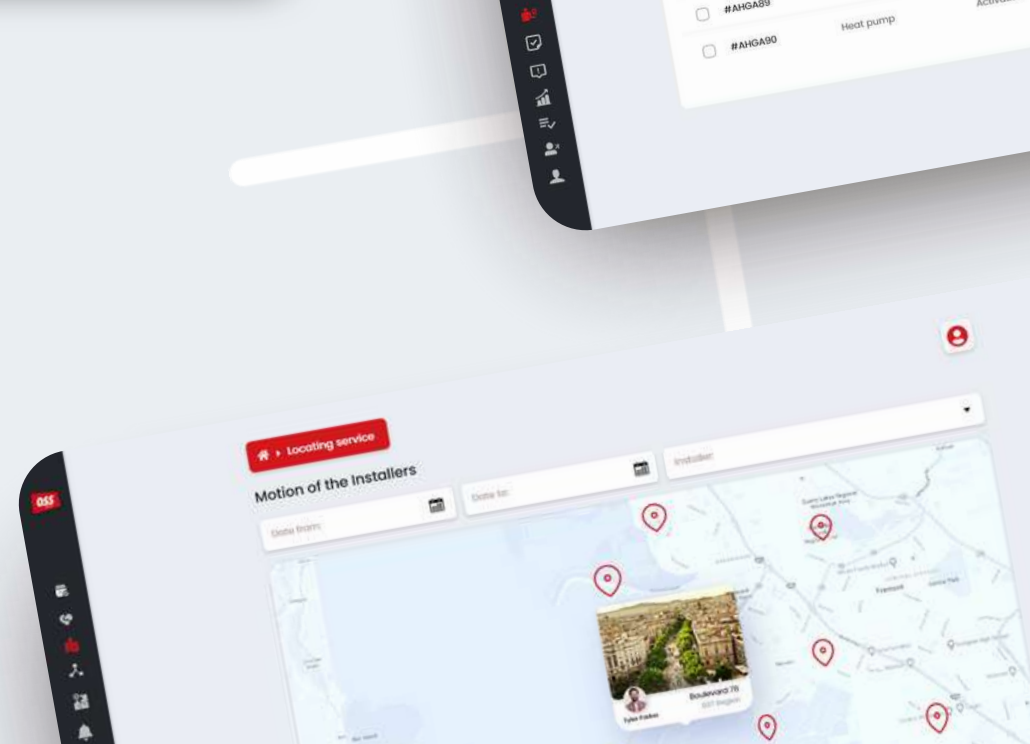


Customizable



All in One

Service	Device	Type of service	Service technician	Warranty period	Service date
<input type="checkbox"/>		Regular service	Emily Davis Location: 4231 Rainbow Street	Valid	22.11.2021
<input type="checkbox"/> #AHGA88	Heat pump	Activation	Brandon Lee Location: 38 Feathers Hooves Drive	Valid	17.07.2022
<input type="checkbox"/> #AHGA89	Pellet stove C	Regular service	Grace Parker Location: 3369 Zorroonman Lane	Expires soon	01.08.2022
<input type="checkbox"/> #AHGA70	Pec no pellet A	Regular service	Ethan Porter Location: 2789 Brookside Drive	Expires soon	09.07.2022
<input type="checkbox"/> #AHGA72	Warm air fireplace	Regular service	David Cooper Location: 2774 Carolina Avenue	Valid	22.12.2021
<input type="checkbox"/> #AHGA88	Warm air fireplace	Activation	Ava Mitchell Location: 1708 South Street	Valid	17.08.2022
<input type="checkbox"/> #AHGA89	Fireplace INT	Activation	Tyler James Location: 503 Fisher Drive	Valid	19.09.2022
<input type="checkbox"/> #AHGA90	Heat pump	Activation			



Model	Device	Warranty period	Date	Expiration date	Electroschema	Device price
<input type="checkbox"/> #AHGA88	Heat pump	Valid	22.11.2021	22.11.2022	Electroschema.pdf	€1600
<input type="checkbox"/> #AHGA89	Pellet stove C	Valid	17.07.2022	17.07.2023	Electroschema.pdf	€1480
<input type="checkbox"/> #AHGA70	Pellet stove B6	Expired	01.08.2022	01.08.2023	Electroschema.pdf	€1500
<input type="checkbox"/> #AHGA72	Warm air fireplace Light	Expired	09.07.2022	09.07.2023	Electroschema.pdf	€3050
<input type="checkbox"/> #AHGA88	Warm air fireplace Heat	Valid	22.12.2021	22.12.2022	Electroschema.pdf	€15000
<input type="checkbox"/> #AHGA89	Fireplace INT	Valid	17.08.2022	17.08.2023	Electroschema.pdf	€1600
<input type="checkbox"/> #AHGA90	Heat pump	Valid	19.09.2022	19.09.2023	Electroschema.pdf	€1600

User profile

Tyler James
tyler.james@qss.com

Work and Schedule
Tyler James

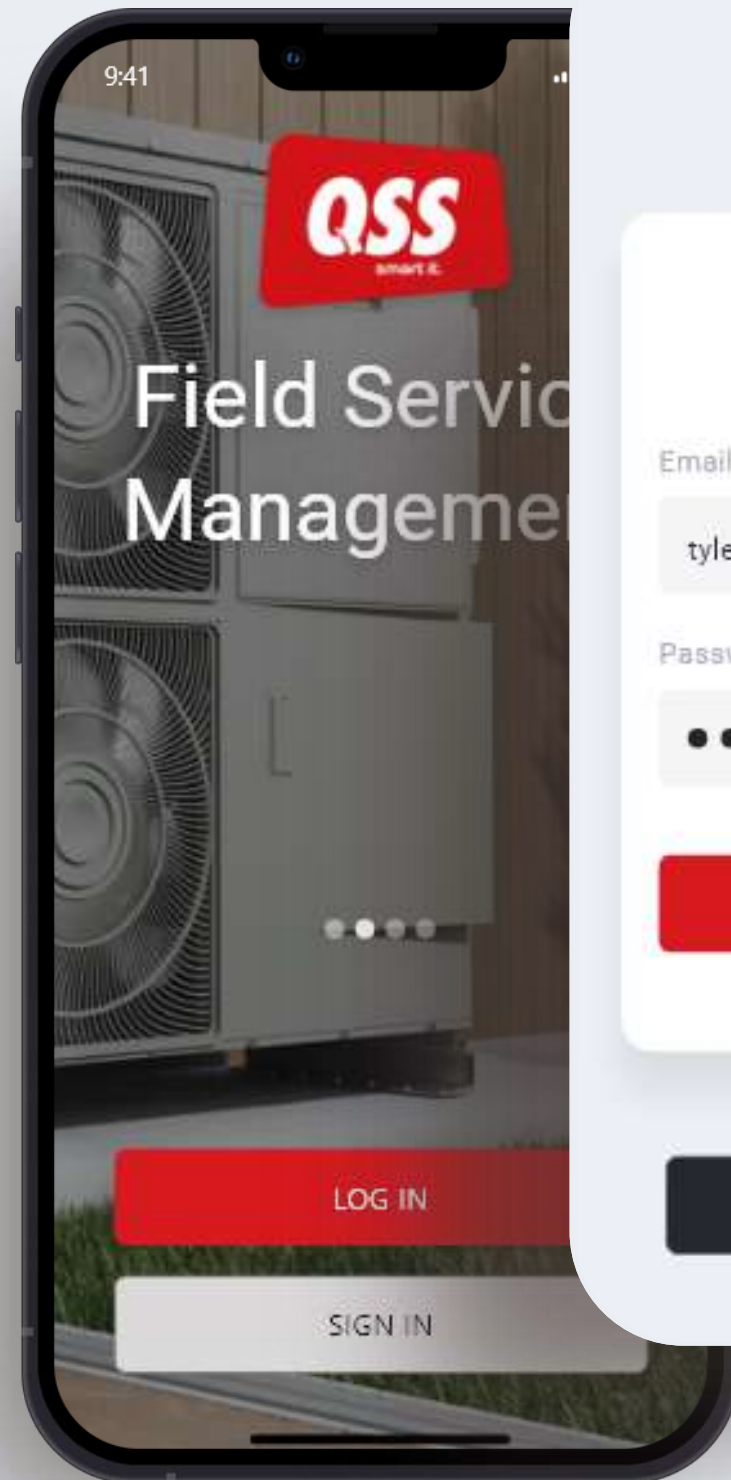
DOB: 10/17/86 B19

Account Number: 883283048204040

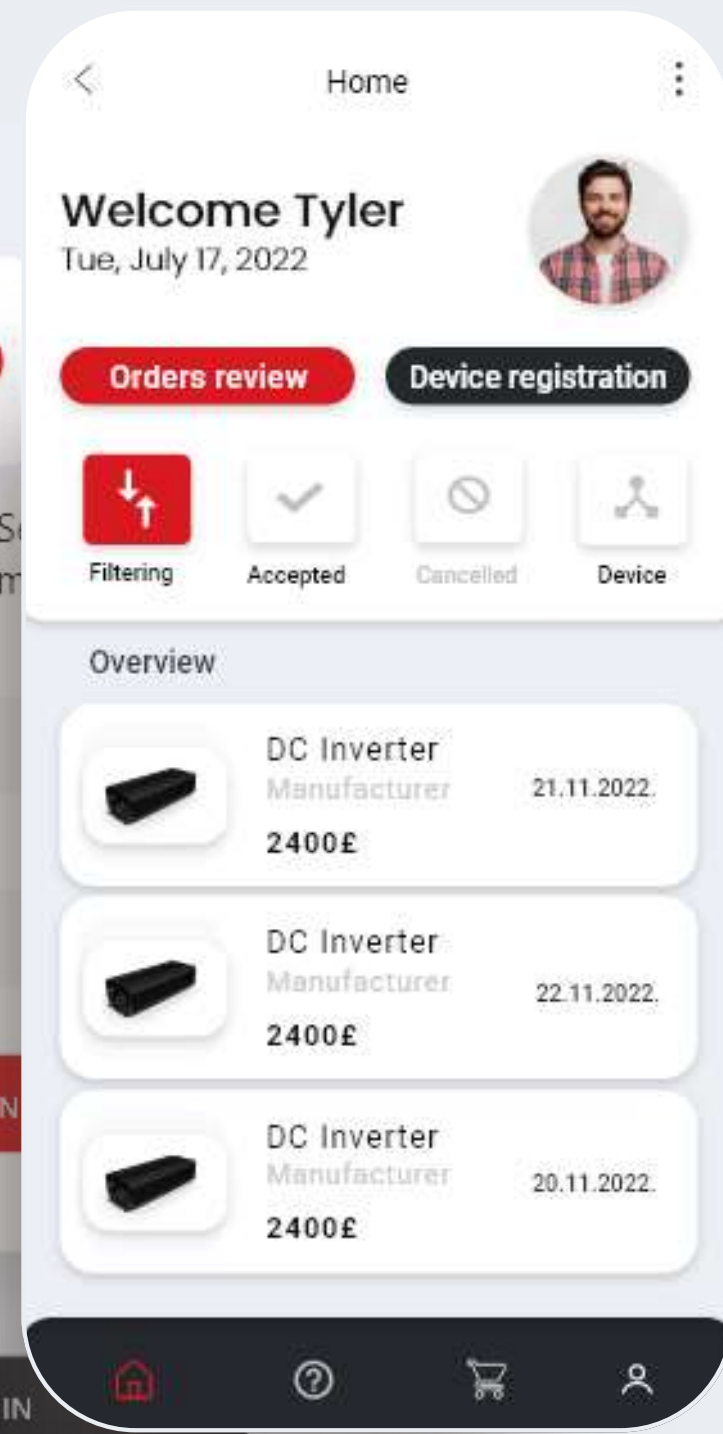
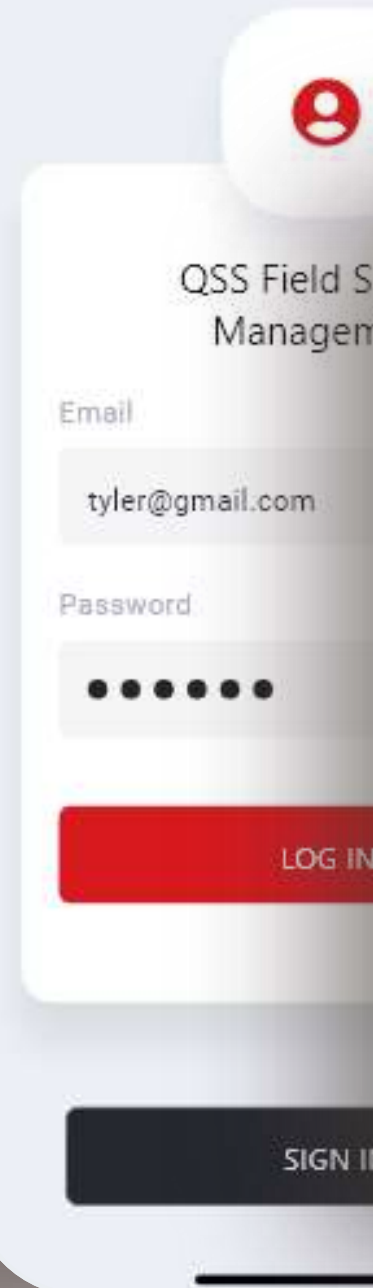
E-mail address: tyler.james@qss.com

+ Add a new...

MOBILE application for service technicians and service network partners



9:41



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

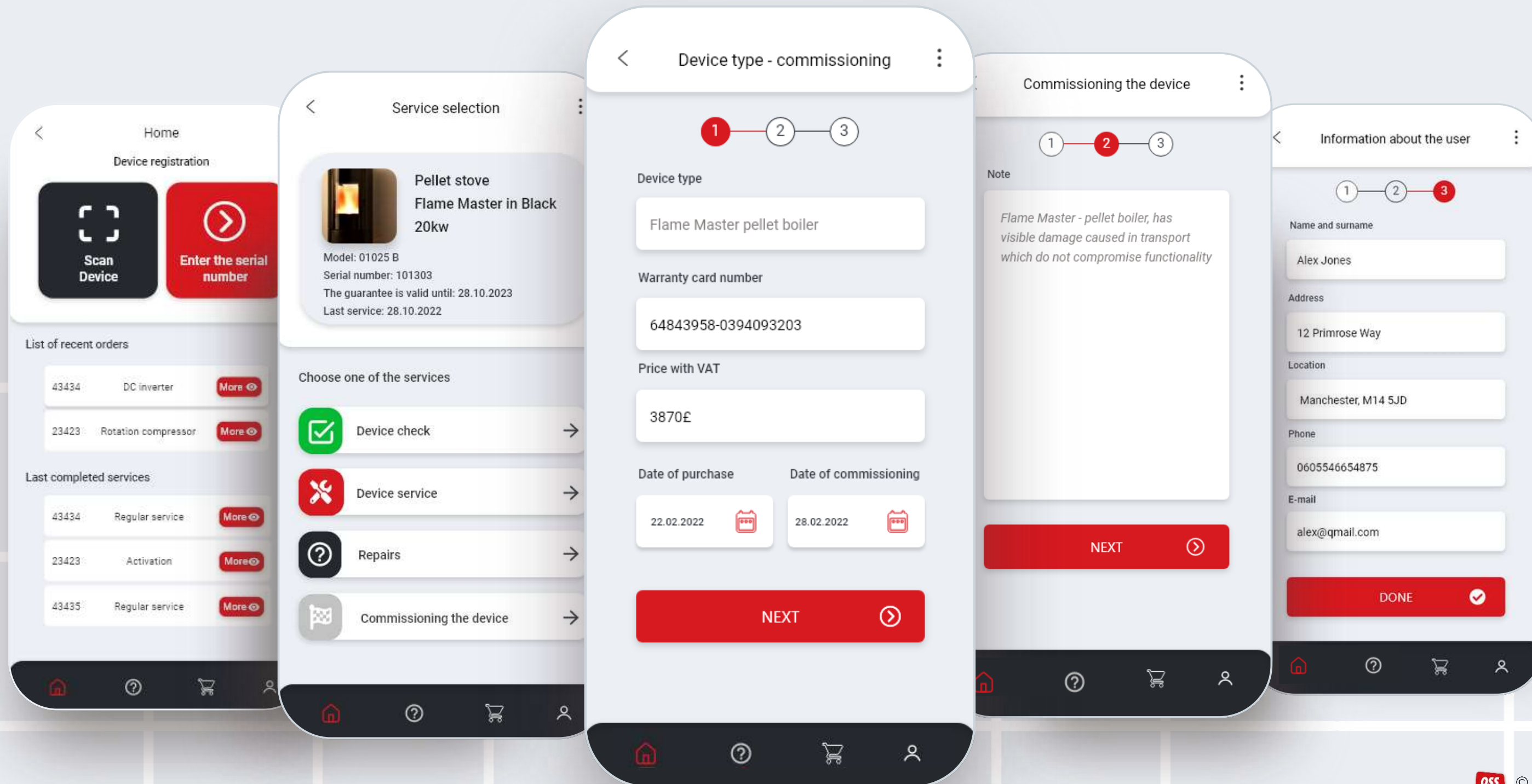
- Comprehensive device information for service technicians and network partners.
- Instant access to device warranty status.
- Navigation option to customer location for devices already in operation.
- Streamlined process for creating service orders.
- Convenient quick links for device servicing and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

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.

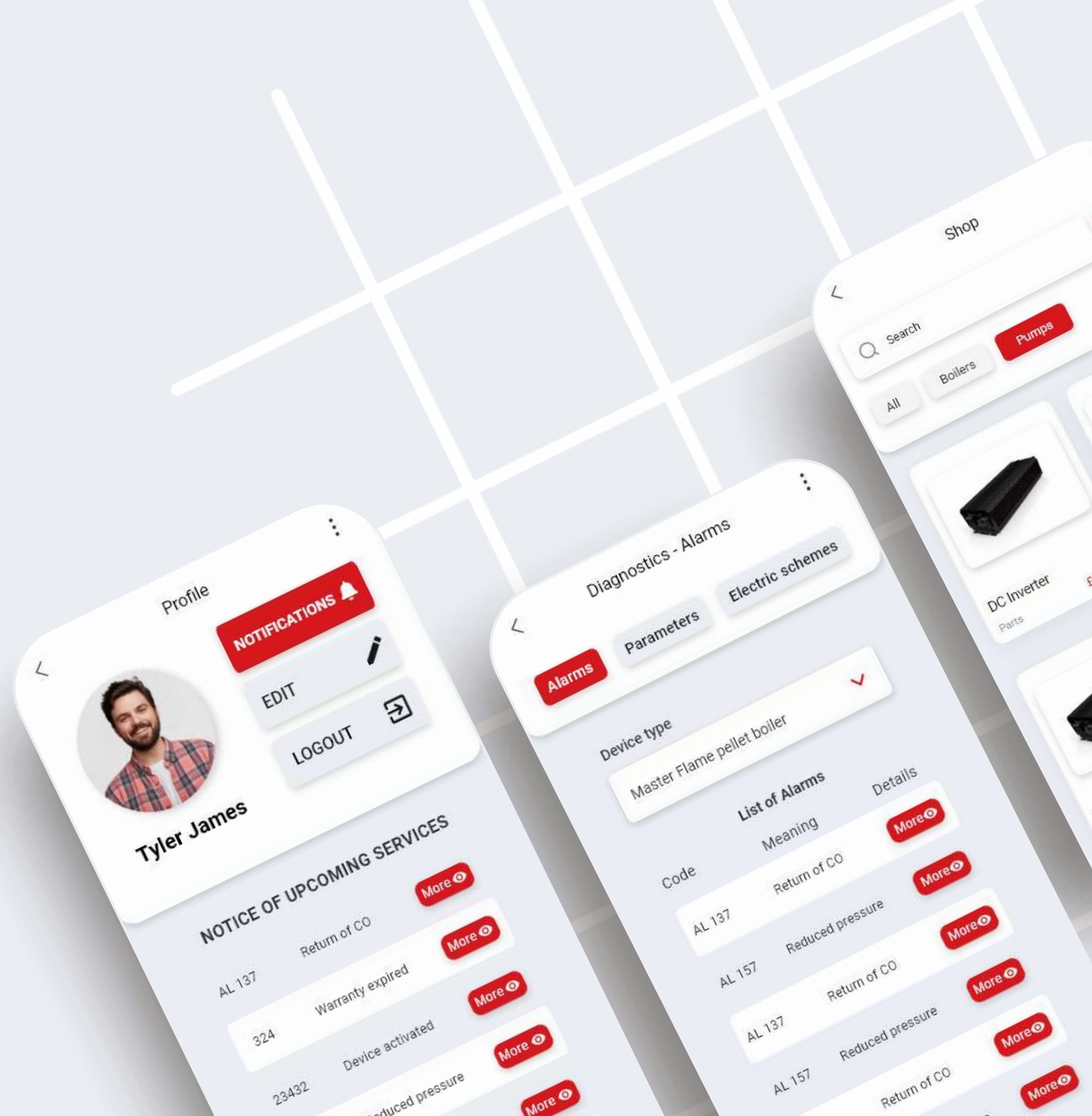


MOBILE application for service technicians and service network partners



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 MISSION

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



COMPETENCIES AND CERTIFICATES



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.

Improved effectiveness and efficiency

Return rate optimization and feedback

Up to date database

MOBILE application for service technicians and service network partners

QSS
Field Service Management

- Installed devices
- Completed services
- Locating service
- Models
- Spare Parts
- Alarms
- Parameters
- Retailers
- Orders
- Installers
- Guarantee
- Control lists
- User questionnaire
- Annual reports
- Malfunctions
- Price of services
- Users

Welcome
Tue, July 17, 2022

Global search

Dashboard

- Services: 54 (+10.3%)
- New users: 17 (+3,14%)
- Reported failures: 156 (+12%)

This week's activity

Activities by orders

Period 12.8.-19.8.

Repairs

Repairs answer

Repairs

Repairs

Orders review

Device registration

Filtering

Accepted

Cancelled

Device

Overview

- DC Inverter Manufacturer 21.11.2022. 2400£
- DC Inverter Manufacturer 22.11.2022. 2400£
- DC Inverter Manufacturer 20.11.2022. 2400£

WEB application for company administrators

Contact us



www.qss.ba www.qsscloud.ba



prodaja@qss.ba



+387 33 563 000



Increased response time



Cost controls