



FIELD SERVICES MODULE



**DISCOVERY
SOLUTIONS**



INTRODUCTION



The Services module supports Field Service and Equipment Repair businesses that operate in some of the world's toughest industries. Discovery facilitates Service operations by automating your business workflows from quote to invoice. If you are sending people or equipment to site, Discovery will help you schedule, execute, and gain insight into your profitability.

Service jobs typically include deploying specialized equipment, personnel, and consumable inventory to a job site. Discovery supports the full range of complexity from equipment maintenance to major construction projects.

Discovery's customers have been leading the way in multiple industries performing work such as:

- Civil Earthworks
- Drilling and Completions Equipment & Services
- Facilities Construction
- Maintenance Services
- Environmental Testing
- Construction Services
- Mining Services



SERVICES AND JOB SCHEDULING



Discovery's Services module automates the job entry process and recording of field activities. Job entry can begin by quoting a job to a customer or scheduling a job when the customer calls.

Equipment and service personnel can then be scheduled, making their availability visible to all your operational staff. No need for whiteboards or independent project management software, as your job schedule will be managed digitally and fully integrated into your ERP/financial system.

For Repairs and Maintenance businesses, the Service module tracks the maintenance performed on your customer's equipment allowing you to better understand maintenance frequencies and job costing.



FIELD TICKETING AND JOB RECORDING



Discovery's Field Ticket System "**Discovery OPS**" can be used by your field staff to record daily events and equipment usage. This allows you to eliminate paper recordings, improve your data quality, and billing accuracy. Discovery has integrated Service Order and Scheduling capabilities, which automate the following:

- Job entry specifications are automatically sent to your field service personnel
- Discovery OPS can be configured to track usage and time based on customers specifications
- Tickets can be printed at site or signed electronically improving invoicing speed
- Head office automatically receives a ticket for review and billing
- Payroll inputs and asset tracking are fed back into job costing

Management Information

The Services module provides management with daily ticket revenue, job costing by service, equipment, and customer. Additionally, you will have visibility to equipment utilization (number of days billing, days in maintenance and days idle) and transaction exceptions.

Integration

All Discovery modules support multi-company, multi-branch, and multi-currency operations. The Services Management software integrates to Discovery's other operational modules and to Discovery's accounting and financial system module allowing you to make the right business decisions.





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