



FIELD & REPAIR SERVICE FOR BEAS

The Ultimate Solution for Field Operations and Repairs



WHAT IS THE FIELD & REPAIR SERVICE SOLUTION?

The **Field & Repair Service** is a powerful add-on for BEAS that extends its capabilities to manage and optimize Field and Repair Services. Designed to meet the complex requirements of manufacturers providing service or repair either in-house or on-site at customer locations, this solution ensures **seamless management from service call initiation to job completion**, all integrated within SAP Business One and BEAS environments.

With this solution, your field operations become more efficient and connected, ensuring streamlined workflows, accurate billing, and comprehensive data capture, making it easier to manage field technicians and the services they provide.

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WHAT PROBLEMS DOES IT SOLVE?

Manufacturers performing field services often face several challenges that the standard BEAS functionalities cannot address. The Field & Repair Service resolves key issues, including:



DISCONNECTED OFFICE TASKS

Traditional processes often involve disjointed systems to manage quotes, billing, sales order links, and route planning, leading to inefficiencies and errors.



SERVICE OPERATIONS

Managing services both in-house and at end-customer sites can be complex without tools for real-time data capture, GPS tracking, and service validations.



COST AND INEFFICIENCY

Without an integrated solution, companies must rely on multiple third-party systems, customizations, and manual processes, driving up costs and increasing administrative burden.

KEY FUNCTIONALITIES

The Field & Repair Service add-on provides a comprehensive set of tools tailored for manufacturers that rely on field operations:



SERVICE ADMINISTRATION

Service Call to Service Work Order Linkage: Seamlessly link SAP B1 service calls to BEAS work orders, ensuring efficient coordination between customer requests and field operations.

Sales Order to Service Work Order Linkage: Connect sales orders directly to service work orders, streamlining the transition from sales to service execution.

Bill Planned Price or Actual Time and Materials: Flexibly bill customers based on either the planned pricing or the actual time and materials used during the service, offering full transparency.

Service Routes: Plan and manage service routes for technicians, optimizing their schedules and minimizing travel times for field operations.



SERVICE DATA CAPTURE VIA WEB APPLICATION

Service Route Plan: Plan and optimize service routes for technicians, ensuring efficient scheduling and reduced travel time.

Service Time Receipt: Automatically capture technician clock-in and clock-out times, including driving and processing times, using GPS coordinates.

Service Personnel Punch In/Out: Record technician shift start and end times, with GPS tracking for accurate time logging.

Service Goods Issue: Track materials consumed during the service process, ensuring proper inventory management.

Service Digital Service Sign-Off Form: Capture customer signatures digitally on-site, streamlining job completion and approval.

Service Log GPS Coordinates: Capture GPS data throughout the service process (with user approval), providing precise location tracking for field jobs.

Service Capture Photo: Take and attach photos of the work performed directly to the service order, ensuring visual proof of job completion.

Service Interruption: Log and track any service interruptions or stoppages, with the ability to resume and complete tasks once issues are resolved.



THIRD-PARTY INTEGRATION*

Digital Service Sign-Off: Integrate third-party tools to capture customer sign-offs electronically.

Log GPS Coordinates: Leverage third-party GPS tracking for accurate location data.

Plan Routes: Seamlessly integrate with third-party systems for advanced route planning and optimization. Travel times are automatically calculated, and for even more precision, traffic conditions can be factored in with an optional Google integration for an additional fee.

*While these alternatives are available, they lead to higher costs

Empower Your Field Teams, Streamline Operations, and Drive Efficiency.

MAIN BENEFITS

01

STREAMLINED OPERATIONS

The solution automates and simplifies service administration, from initial customer request to job completion, allowing your operations to flow smoothly and reducing the chances of errors or missed tasks.

02

IMPROVED ACCURACY

Real-time data capture ensures that time, materials, and other essential service details are recorded accurately, reducing billing disputes and enhancing transparency with your customers.

03

REDUCED COSTS

With all service management functionalities integrated into BEAS, the need for costly third-party tools and customizations is minimized, leading to significant cost savings over time.

04

RAPID IMPLEMENTATION

The solution can be fully implemented in one to three months, ensuring a fast turnaround for organizations looking to optimize their field service operations.

05

ENHANCED FIELD TECHNICIANS' PRODUCTIVITY

Field technicians can easily clock in and out, capture service details, and obtain customer signatures—all via a web application, reducing paperwork and increasing job completion rates.

06

COMPREHENSIVE DATA TRACKING

From GPS-tracked time records to photo documentation, every aspect of the service job is captured and stored, enabling better reporting, compliance, and customer satisfaction.

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