



**swing**service

Callout management  
software



iPod iPhone iPad Windows Windows phone ANDROID

**swing**mobility   
software and services

# swingservice

**synchronises** field data with your corporate database.



**swingservice callouts, from the initial call through to invoicing. The application helps cut travel time and manage on-board and warehouse stock..**

**Swingservice** functionalities are modular, configurable and scalable and are designed to help you manage your field teams and monitor all callout operations



*Helps drive field technician reactivity and better real-time information exchange.*

- > **SCHEDULE** callouts on the basis of criteria such as callout type, location (optimizing travel time), technician specialization, etc
- > **CONTROL** callout and job times (travel times, break, job time, etc.)
- > **MANAGE** spare parts stocks
- > **PRODUCE** callout reports (services provided and parts used)
- > **AVOID** the need to re-enter data at the office
- > **ALLOW** geolocation
- > **OPTIMIZE** les tournées

**swingservice**



Features	Feature type	Maintenance	Delivery	Collection	Human services
Customer management	Backoffice	•			
Site management	Backoffice	•			
Machinery management	Backoffice	•			
Contracts and services management	Backoffice	•			
Job management and scheduling	Backoffice	•			
Spare part management by warehouse (callout vehicles)	Backoffice	•			
Management of technicians and competencies	Backoffice	•			
Site and machinery mapping	Backoffice	•			
Roadmap	mobile	•			•
Agenda	mobile	•	•	•	•
Tasks	mobile	•	•	•	•
Customer record	mobile	•	•	•	•
Sites and machinery	mobile	•			
On-board stock	mobile	•		•	•
Job history	mobile	•		•	•
Forums	mobile	•	•	•	•
Flash messenger	mobile	•	•	•	•
Callout request	mobile	•		•	•
Time report	mobile	•	•	•	•
Services report	mobile	•			•
Spare parts report	mobile	•	•		•
Callout termination	mobile	•	•	•	•
Collection itineraries	mobile			•	
Collection	mobile			•	
Event reports and management	mobile	•	•	•	•
Order taking	mobile	•		•	
<b>GPS car or HGV navigation</b> <i>Price per user and per month</i>	mobile	Optional Car 6 € <sup>ex tax</sup>		HGV 10 € <sup>ex tax</sup>	
<b>Geolocation</b> <i>Price per user and per month</i>	Backoffice	Optional 8 € <sup>ex tax</sup>			
<i>Price per user „field user“ and per month</i>		65 € <sup>ex tax</sup>	65 € <sup>ex tax</sup>	65 € <sup>ex tax</sup>	12 € <sup>ex tax</sup>
<i>Price per user „area manager field user“ and per month</i>					59 € <sup>ex tax</sup>
<i>Price per user „Backoffice“ and per month</i>		29 € <sup>ex tax</sup>			

*Swingservice also delivers business solutions geared to the specific features of your sector of activity.*

- > **swingservice Maintenance**  
Software solution for improving technical team productivity.
- > **swingservice Delivery**  
Time-saving tool for your deliverers and couriers.
- > **swingservice Collection**  
Software solutions for collection workers.
- > **swingservice Human services**  
For managing home help services.



# swingservice

## Features include...

### Maintenance



Callout and job management feature: description, itinerary, job management until termination, services report, spare parts used, summary

### Customer



Instant access to all customer information: customer record, site(s), machinery, history, notes and reports.

### Roadmap



Date-sorted record of all callouts/jobs allocated to the technician.

### Schedule



Back-office feature for scheduling callouts and jobs on the basis of criteria such as location or technician specialty.

### Machinery



List of customer machines with callout history.

### Contracts



Contract management based on criteria such as contract description, name, type (warranty, maintenance, etc.), reference, contract period and maintenance frequency, date of signature, contract start and end dates, due dates, value.

### Navigation



Navigation and mapping, with features such as address search, itinerary time/distance, vocal and symbol-based guidance, 2-D/3-D and day/night displays.