

1 Software for Field Service Businesses

Field Force Tracker

The Most Comprehensive Software



Field Force Tracker™ is a very feature rich, comprehensive, enterprise-grade yet easy to use Field Service Software. With it, you can quickly schedule jobs, dispatch right employees, collect accurate information, manage inventory, and invoice faster. Our field service software makes it easy for you to eliminate waste, get more done in less time and become more profitable.

- ➔ *Comprehensive Features for Managing Entire Operation of Sales, Service and Invoicing.*
- ➔ *Highly Customizable for Your Business Flow with Many Options to Customize Work Orders, Invoices, Quotes, Service Tickets, Inventory etc.*
- ➔ *Secure Cloud Hosted Solution with Advanced Mobile Apps for Field Techs.*
- ➔ *Trusted in Over 30+ Countries by Businesses Just Like Yours!*

Our Web-based, Cloud hosted Field Service Management Software will streamline Job Scheduling, Dispatch, Customer Management, Vendor and Employee Management, Work Orders, Equipment Maintenance, Inventory Management, Employee Tracking, Asset Management, Customer Service Tickets, Service Contracts, Time-sheets, Estimates, Invoices, Payments and Accounting entirely on-line.



**FIELD FORCE
TRACKER**

The Best Way to Manage Field Service Workforce

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Easy to Use Drag and Drop Scheduling for Simple Users to Advanced Rule Based, Skill Matching Scheduling for Large Organizations



Full Control of Your Parts and Inventory – Keep Track of Repair History, Parts Vendors, Reminders for PM, Mobile Apps for Field Techs to Enter Parts Usage



Comprehensive Reports to Manage Business, Alerts for Contract Renewals, Recurring Billing, Automated Client Balance Letters, Sales Lead Management Module

The Most Comprehensive Field Service Software

Putting the Full Power of Software in Your Hands

Field Force Tracker's solution is developed with industry experts to deliver the functionality you need to address the specific challenges and unique business needs in your specific industry. **With 15+ years development behind the product,** you will have the features that you need. We support basic features to create work orders, manage field employees and create invoices, but we also support advance options for complex needs of larger organizations. Today, our software is used to manage a business just like yours in many countries around the world.

Running a service business can be hard work. Often you'll find yourself up all night trying to manage and organize all of the features of your business, only to lose paperwork or get frustrated with your field service software program. There's a better way. You can save yourself countless hours and drastically reduce errors with the Field Force Tracker system – a comprehensive on line software platform that is perfect for controlling the needs of your business.



The Best Field Service Software

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Field Force Tracker Has Become the Software of Choice for Field Service Companies

Regardless of the size of your company, Field Force Tracker can manage all your processes related to your field service business such as service request, work order scheduling, time sheets, worker availability tracking, service contracts, invoice and quotes, and more. Whether you are a one person operation, or a large company with hundreds of Field Technicians with multiple branches and departments, your business can equally benefit with our software.

“Field Force Tracker with its powerful features for managing employees, contracts, installed assets, advanced inventory control & support for multiple company branches has become the software of choice for customer focused service companies.”

1. Core Features of Field Force Tracker Software

Since its launch 15 years ago, Field Force Tracker has become the leading provider of field service and contract management for field service companies. Many of our current customers have migrated their data from other software. Today, we have customers in almost all industry sectors and offer more feature than any other field service software at the lowest per employee price point.

It is scalable, and highly customizable and configurable to your needs & company size. Besides, you get one of the most comprehensive features in the Industry with cloud hosted software backed by a multi-location team:

1.1. Comprehensive Client Management

- Client Contacts and Addresses
- Multi-location Business Units
- Client Past Work History & Balances
- Client Notes & Build Communication Logs
- Unique Account Numbers & Tax IDs for Clients
- Comprehensive Client History with Import Past History
- Client Service Portal with logins (optional)
- Multiple Contacts per Location
- Gather Client Service Feedback (optional)
- Map Locations on Google/ Bing map
- Client Installed Assets & Repair History
- Import from CSV files

1.2. Advanced Employee Management

- Any size - one employee to hundreds of employees in multiple Service Departments & Company Branches
- Full Employee Records, Jobs History
- Employee Skill Tracking
- Timesheets, Multiple Hourly Billing Rates, Payroll Support
- Advanced Time Tracking - Daily Clock-in and Clock-out with leave management

- Support for Third Party Contractors and Consultant Job Assignments
- GPS Location Tracking
- Push Messaging in the Field
- Leave Management Tracking
- Multiple Service Departments and Company Branches
- Mobile apps for iPhone and Android Phones and Tablet
- Use any device feature for Employees Mobile or Laptops or Tablets
- And many more features

1.3. Flexible Jobs Dashboard with Multi-Calendar Scheduling and Dispatching

- Real-time visibility into your business
- Provides an immediate snapshot into your business
- Clean and simple interface with Drag and Drop Interface
- Advanced Dashboard with Many Filters and Color Coded Jobs
- Multiple Calendars with easy Drag and Drop Scheduling
- Manage jobs in a GPS map view
- Color coding & icons indicate real-time job type and status
- Custom views with one click configuration
- Recurring and Group Jobs with Options
- Job Check Lists for Completion Checks
- Jobs Profitability Analysis
- Support for Third Party Contractors and Consultant Job Assignments
- Support for Jobs from Contracting Entities
- Auto Job Assignments for Large operations
- Smart and Intelligent Job Scheduler

1.4. Client's Installed Products Management

- Keep Track of your client's installed products or equipment's
- Track Repair History and Install Locations
- Barcode reader integrated for large operations
- Advanced Tracking of all Assets with Repair History

- Separate Repair Notes for All Installed Products
- Equipment Without Contracts and Equipment With Service Agreements
- Clean and simple interface
- Track Group Jobs, Custom Projects
- Extend Product Tables With Custom Fields
- Bar Code Reader Support
- Product search and History

1.5. Company Asset Management

- Keep Track of Your Own Company Assets
- Track Locations and Maintenance Cost
- Clean and simple interface
- Issue Assets to Jobs and Projects
- Asset Return to Base Tracking
- Service Costs & Schedule Tracking
- Photos and Images

1.6. Comprehensive Invoicing & Job Quotes with Multi-Page Extended Quotes Options

- Advanced Invoices and Billing for Work Order, Sales and Contracts
- Invoice immediately upon completion
- Option to email invoices
- Customizable Layout and Logos
- Advance Features for Quote Customizations
- Group Quotes for Multi-option Quotes
- Advanced Quotes With Detailed Scope of the Work
- Attachments, Images and Documents
- Integration to QuickBooks and Other accounting packages
- Data Exports to Excel

1.7. Advanced Parts & Inventory Management

- Management of Parts and Products Inventory
- Automatic Tracking of Warehouse Parts Checkout, Return and Usage

- Barcode reader Support for Larger Organizations for checkouts
- Track Parts by Trucks or Service Vans
- Parts Use History by Clients and Work Orders
- Individual Parts Margin Set Up
- Track Multi-Vendor Pricing for Parts for Buying Cheapest Parts
- Parts Shipment Tracking
- Purchase Orders Issuing to Vendors/Suppliers
- Parts Return Management to Warehouse
- Track Assets by Vehicle and More
- Automatic Adjustments of Inventory
- Serialized Parts Support
- Barcode Reader Integration
- And Many More Features.

1.8. Feature Rich Native Mobile Apps for iPhone and Android

- Most Advanced Native Apps for Field Service Employees
- Connects technicians to their jobs in the field
- Connect the field techs with the office staff
- Natively developed mobile app
- Available for iPhone, iPad or Android
- Dramatically improves accuracy of work orders
- View new jobs immediately
- GPS map location of job
- Create ad hoc or after-hours jobs
- Access customer information
- Call or email customers directly
- Built-in job time stamping
- Electronic signature capture
- Diagnostic and Completion Notes
- Push Notifications
- Attach Photo from the App or From the Gallery
- Document & Photo Attachments With Automatic Compression

1.9. Professional Quotes Management with Sales Status Tracking

- Generate quotes for service requests
- Create in the office or the field
- Convert to Work Orders upon acceptance
- **Generate Group Quotes**
- **Quotes with Options**
- **All Digital Delivery of Quotes with Customer Signatures**
- Full Online Status Management, Tracking and Updates

1.10. Service Contracts and Maintenance Agreements

- Generate Service Contracts with Different duration
- Create in the office or the field
- **Preventive Maintenance Planning and Scheduling**
- **Service Alert and Reminders**
- Recurring Invoicing Support built-in
- Contract Cost and Profitability Analysis
- **Special Module for Photocopier and Printer Service Companies**

1.11. Multiple Service Departments, Locations and Branches

- Feature for Large Businesses with Many Service Branches
- Full Support for Multiple Service Departments
- **Multiple Product Lines and Departments**
- **Multiple Service Locations with Separate views**
- Intelligent Scheduling
- Auto Scheduling for Large Teams

1.12. Project Management for Larger Jobs

- Create projects for long running jobs
- **Aggregate Data for Projects**
- **Track Jobs by Projects and Analyze profitability**

- Customizations Available
- Data Export to Excel

1.13. Sales Lead Management

- Sales CRM for Service Companies
- Manage Sales Leads and Appointments
- Manage Sales Life Cycle fully within the System
- **Sales Lead Management fully Integrated within Mobile Apps**
- **Call Center Application Support**
- Telephony Integration (optional and add on CRM feature)

1.14. Comprehensive Reporting, Analytic and Summarizations

- At-A-Glance dashboard metrics
- Dozens of built-in reports
- Service performance metrics
- **Worker productivity metrics**
- **Profitability metrics**
- **Business performance analytics**
- Customizable column layouts
- Extensive filtering options
- and many more reports ...

1.15. Easy Job Flow Customizations to Your Needs

- Numerous Settings to customize Job flows
- Settings for Invoices, Work Orders and Quotes
- **Setting for Time zones, Branches and Departments**
- **Customizations for Invoices, Quotes and Work Orders**
- and many more ways to customize ...

1.16. Even More Advanced Optional Features Modules

- Many Optional Modules - Not listed above
- **Payroll module to compute hourly payroll**

- **Sales Lead Management Module** – To Track and Manage Sales Leads
- **Client Portal** – Allow Clients to Login to their custom pages.
- **Web Service Tickets** – Allow Help Desk Like Service Tickets via Your Website.
- **Custom Mobile Data Forms** for Special Needs.
- Integration with QuickBooks and More
- Web Service API for Integration

2. Going Beyond Basics – Organize and Control Even the Most Complex Service Operation

Field Force Tracker is designed to support complete service operation of an enterprise. Priced at a fraction of a comparable solution, it delivers you a long list of features whether you are a small business with a few employees or a large enterprise for thousands of users.

It is a bundled solution that consists of modules that can be implemented individually or as an integrated solution to enable all elements of a service business. Field Force Tracker has modules to support the following major functions:



- **Service Call Center Integration** – Use our API to integrate with your call centers. Full service calls center solution for tracking the resolution of customer issues. We allow bulk import of jobs.
- **Manage Service Entitlements** – Define and deliver Field service according to service level agreements ranging from simple to extremely complex
- **Field Employee Tracking & Time Management** - Track your work force in the field
- **Intelligent Scheduling & Dispatching** – Optimize service dispatch, time and resource assignments and coordinate the arrival of parts and people
- **Advanced Inventory Management** – Go beyond listing parts in the Database. Ship, track and manage service parts and service inventory locations

- **Field Service Portal** – Integrate partners, field managers and technicians with this easy-to-use web portal
- **Customer Service Portal** – Customers can create cases, view and update status and generate reports
- **Mobile Services** – Communicate seamlessly with mobile techs using full-service mobility solution
- **Service Contracts and Warranties** - Service contracts and warranties
- **Customer Service Feedback** Gather Customer Feedback for the Field Service
- **Billing, Invoicing and Service Estimates**– Automatically bill for services delivered and integrate with back end finance systems
- **Reporting** – Create, manage and share critical business data with employees and customers

Field Force Tracker delivers advanced field service solutions that meet the needs of service customers, whether in the telecommunications, utilities, high-tech, manufacturing, or other industries.

2.1. Comprehensive Inventory Management for Your Business

Harnessing its over 15 years of experience serving field service companies around the world, Field Force Tracker build all-inclusive inventory management software as parts of its service functions. A company does not need to invest in third party software as all advanced features are already available in the field service software.

A service organization can keep track of all its parts, consumables, vendors, and cost of those parts. It can deal with many advance inventory functions such as keeping track of serialized parts and multi-vendor pricing.

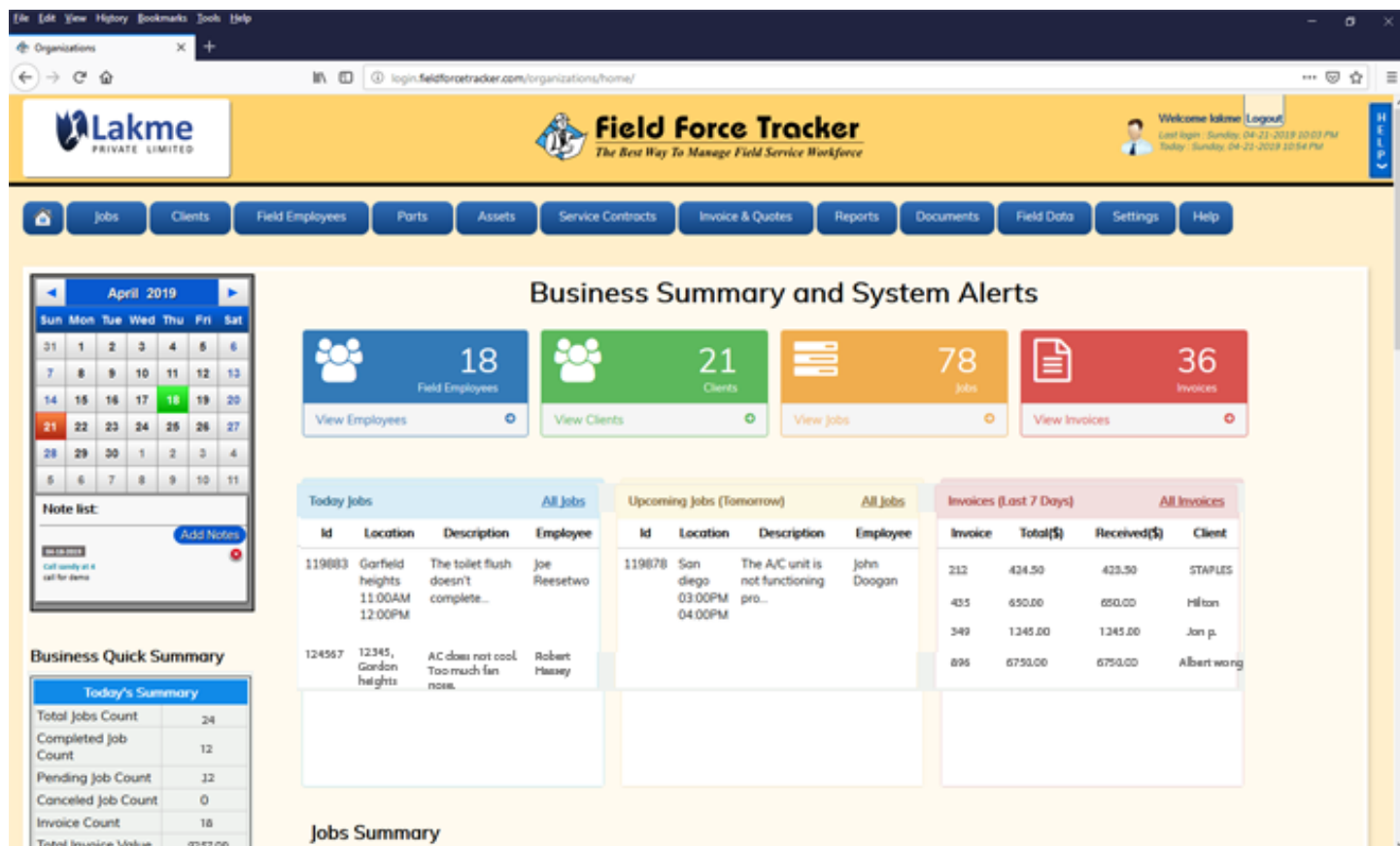
Any field service company needs to track its parts and consumables inventory. Parts and Inventory management in a warehouse involves complex operations of issuing parts, returning parts, shipping parts between warehouses, keeping track of parts used and discarded as well as buying parts from parts vendors.



3. Industries Served

Field Force Tracker is being used in over 30+ countries by company of all sizes and shapes in different verticals. Here are some leading verticals:

Alarm and Security Installations - Appliance Repair - Building Maintenance - Carpet & Rug Cleaners - Computer Repair Services - Electrical Contractors - Fire & Water Restoration services - Garage Door Service and Installation – Auto Glass Repair - Handyman Services - Home Repair Services - Home Theater Installations – HVAC - Janitorial & Cleaning – Landscaping & Lawn Maintenance - Maid Service -Medical Equipment - Network Installation - Office Equipment and Photocopier Services - Plumbing Services - Pool & Spa - Refrigeration Services - Restoration Services - Roofing Services - Satellite Dish Installation – Telecom Services and Cabling Cleaning - Water Treatment - Water Proofing - Window Cleaning



(**Multiple Color Themes Available)

4. Selected Testimonials

Here are some of the comments from our users:

"I would without hesitation recommend Field Force Tracker software. We are an IT service company and our engineers are expensive. We can't afford to lose hours on non-productive tasks. Field Force Tracker has saved us tens of thousands of dollars and has made our life a lot easier. We highly recommended if you are in a service industry as you won't find better software for the money."

Alan Brady, New Age IT Consulting Services, NJ

"The great thing about Field Force Tracker is that there are so many features behind the scenes that enable me to look at my business from different perspectives and views I could not get before. Everything I need is there. I couldn't get information like this with my old software, and they wouldn't modify it. I truly appreciate and value the flexibility of both the software and the company."

Jim Robinson, JR Plumbing, Nova Scotia, Canada

"Field Force Tracker has been very important part of our business. It has given us the visibility into our operations that we didn't have earlier. First, I can see all our employees where they are at any time. This has greatly increased the productivity of our team. Moreover, our technicians and dispatchers are no longer blaming each other for missed appointments. Our coordination is now much better and we have gained at least 30% more time."

Andrew Morton, Operations Manager, TriState Appliance Repair, NY

"I sincerely could not be happier with my choice to go with the Field Force Tracker software. It is evident that the Field Force Tracker staff stands behind their product 100% and makes every effort to provide a level of service that consistently exceeds our expectations. Their product as well as their staff has proven to be top notch and have truly made a positive difference in our business operations."

Bhuvnesh Patel, Westpoint Property Maintenance, WA

"Managing my business through Field Force Tracker is the best professional decision I've made. Sales are up 28% over the first 6 months and never has the operations side of my business run more smoothly. It's fast, it's simple, and my entire staff loves it."

Dave Braun, Owner, Real Pro Handyman, PA

5. Supported and Used in Over 30+ Countries

Field Force Tracker is used in over 30+ countries around the world. The software is currently used by various businesses in USA, CANADA, UK, AUSTRALIA, NEW ZEALAND, ROMANIA, HUNGARY, INDIA, UAE, IRELAND, NETHERLAND, SOUTH AFRICA, Several countries in MIDDLE EAST & AFRICA, MALAYSIA, INDONESIA, FIJI, SRILANKA, SURINAME, MAURITANIA, MOROCCO, BAHAMAS AND MANY MORE

About Work Force Tracker & Field Force Tracker

Field Force Tracker (<http://www.fieldforcetracker.com>) / Work Force Tracker (<http://www.workforcetracker.net>) are products of Rapidsoft systems, a leading global provider of its award winning mobile workforce solutions for service-based businesses of all sizes delivered as software-as-a-service (SaaS). Our solutions enable businesses to meet the challenges associated with managing and running complex service operations. It helps improving the productivity of their mobile workforces.

With our field service solutions, customers can create service schedule and route quickly, dispatch sooner, collect accurate information immediately in the field and invoice faster. The field service software makes it easy for users to eliminate waste, get more done in less time, and be more profitable.

The Parent company of Field Force Tracker & Work Force Tracker, Rapidsoft Systems, Inc. has its main office in Princeton, NJ, USA, a US R&D Center in Mercerville NJ, and sales, support and development offices in Palo Alto, CA, USA, Singapore, Dubai (UAE), Bombay, and Noida (India).

Exceptional by Design, Secured by Experts, Supported by a Global Engineering Team!