



TAAP Facilities Management mobile solutions ensure that technicians attending to repairs and maintenance are equipped with software reflecting their role. Easily integrated with existing FM back-office systems so workflow is processed according to the way you already work, or used as a stand-alone system along with a secure branded website.



Technicians can see a list of jobs they need to attend to on their mobile device. They can send or receive new information on jobs by the click of a menu. All job details are updated in real-time.



Logging on to a job begins the time recording facility and eliminates the need for timesheets. Jobs can be returned to later on so all time recorded is booked against the same job.

Benefits



Cost savings - as there is no need to re-key information, processing costs are kept to a minimum. Travel and fuel costs are also reduced due to less travelling between jobs and the office.



Time savings - save time travelling, processing information, duplicating data entry, and chasing missing data.



Environmental benefits - as paper processing is eliminated, and fuel costs are reduced, the environment benefits from efficiency savings.



Improved customer service - due to job status updates (delivered to customers by email or sms), efficient job allocation, the ratings system, and the customer sign-off process, customer service levels improve.

Features



Job allocation and time recording - managers allocate new jobs to technicians, which appear on their PDA/handheld device. Technicians view jobs and book onto them, creating timesheets.



Signature capture - ensure jobs are signed for by the customer once they have been completed to get completion. Electronic signatures can be transposed onto documentation for proof.



Rating of service/repair - if required, the customer can be requested to rate the level of service/repair so that feedback is given and figures for repair/maintenance are provided for later analysis.



Mandatory fields - there is no longer an issue with missing or incorrect data as mandatory fields are included, and drop down selections are provided as well as free-text fields.