Empower Field Techs & Boost Effectiveness with Davisware's RemoteField Service (RFS) Mobile App

RFS is an easy-to-use mobile app that gives field techs the power to manage every job from the palm of their hand. It's a **100 percent contactless solution** that connects your office to the field, eliminates paperwork, and increases productivity—from anywhere.

Drive better results.

RFS users:

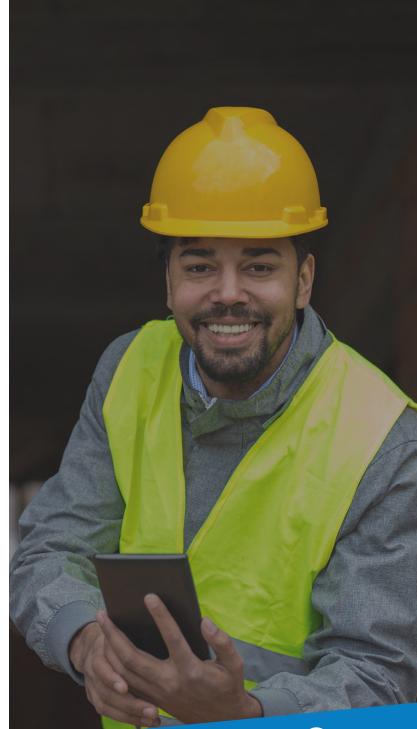| Boost first-time fix rates up to	Increase tech productivity up to	Improve quote conversions up to
80%	**85**%	**45**%

RFS gives field techs control.

Technicians can manage calls, improve customer satisfaction, and boost productivity with a single app. It's perfect for field technicians who need access to important information during off-peak hours or when they don't have internet service.

With RFS, field techs can:

- ✅ **See daily schedules.**
- ✅ **View customer histories.**
- ✅ **Examine equipment details.**
- ✅ **Send customer notifications.**
- ✅ **Pass on pictures and videos.**
- ✅ **Make calls.**
- ✅ **Look up inventory on trucks or in warehouses.**
- ✅ **Run credit cards.**
- ✅ **Update call statuses.**
- ✅ **Create purchase orders.**
- ✅ **And more!**

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Field service leaders love RFS.

✅ **RFS works offline.**
You can access information and complete work without an internet connection. That means work isn't interrupted, and you can finish more jobs in less time.

✅ **RFS communicates with GlobalEdge and Vision.**
You can easily pass information back and forth between your RFS app and your all-in-one software platform. That means the office can review real-time call status updates, live tech locations, and more without leaving their field service management platform.

✅ **RFS is a low-cost GPS solution.**
Follow techs via GPS in real time without having to worry about the high costs that come from hardwired tracking devices. Give customers real-time technician ETAs, see when techs depart and arrive at a job, route techs based on their proximity, and more.

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See what you can do with RFS.

	GlobalEdge	Vision
Customer Management		
View customer details	✔	✔
View contact details	-	✔
Create new customer profiles	✔	✔
Create new contact	-	✔
View customer equipment history	✔	✔
View customer history	✔	✔
View customer file room	✔	✔
View customer balance	-	✔
Send emails	✔	✔
Sales Management		
Create quotes	✔	✔
Scheduled & Dispatching		
Schedule service orders	✔	-
Reorder technician calls	✔	-
Send customer notifications based on tech location	✔	✔

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	GlobalEdge	Vision
Service Agreements		
View service agreement details	✔	✔
Customize task lists	-	✔
Service Management		
Create, populate, and sign PDF forms	✔	✔
Upload pictures and videos to file rooms	✔	✔
Add parts to calls	✔	✔
Add labor to calls	✔	✔
Add equipment to calls	✔	✔
Record equipment readings	✔	-
Add miscellaneous items	-	✔
Add comments and notes to calls	✔	✔
Update statuses of calls	✔	✔
Purchasing		
View purchase orders	✔	✔
Create purchase orders	✔	-
Receive purchase orders	✔	-

	GlobalEdge	Vision
Job Management		
Link service orders to jobs for dispatching and to record labor and parts	✔	–
Inventory & Warehouse		
Look up quantities of inventory on trucks	✔	✔
Look up quantities of inventory at other locations	✔	✔
Assign GoBox warehouse	✔	–
Integrate PM items and part lists	–	✔
Accounts Receivable		
Process credit cards	✔	✔
Swipe cards in the field	✔	–
Process ACH payments	✔	–
Process payment to customer's account	✔	–
Human Resources		
Enter time sheets	✔	–
Submit time sheets	✔	–
Approve time sheets	✔	–
Round labor automatically (based on settings)	✔	–

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	GlobalEdge	Vision
Configurability		
Capture GPS coordinates and time stamps upon changes of status with optional GPS tracking	✔	✔
Tracks techs while in traveling status with optional advanced GPS tracking	✔	✔
Configure odometer reading capture to record one time, at the start of the day, or upon arrival of calls (customizable by technician)	✔	✔
With tamper prevention, lock the application if GPS tracking is turned off	✔	✔
History, Reporting, & Fleet Maintenance		
View technician route history, total drive time, and miles driven	✔	✔
View trip reports	✔	✔
Receive automatic reminders when scheduled maintenance is due	✔	✔
Partner Extensions		
PartsPath	Coming Soon	-
ServiceChannel	Coming Soon	-
Avalara	✔	-
XOi Technologies	✔	✔
Jotform	✔	-
The Seal (Reputation Management)	✔	-

* Please note: Users will need a Twilio subscription to send text messages to customers regarding their ETA from their mobile devices.

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Watch RFS and Davisware software in action.

Schedule a demo now for an in-depth look at how RFS and Davisware's all-in-one field service management software can help you generate organizational-wide efficiency and greater profits.

Visit **Davisware.com/schedule-a-demo**