

# Microsoft Business Solutions—Great Plains

## TechAssist

TechAssist is like having another field service expert on your staff, helping technicians record and retrieve the information they need to do their jobs. With immediate access to customer and equipment information, technicians can make informed and educated decisions.

TechAssist has a user-friendly interface technicians can use to log, receive and follow service calls and the parts, labor and expenses associated with the call and transfer the information via network connection, modem or the Internet. Field technicians can manage their technical information from any location, even while on the road using TechAssist's remote laptop capability.

Customer and equipment history information can be easily accessed to aid in diagnosing problems and eliminating wasted trips. You'll see reduced paperwork, increased technician productivity and a faster invoicing cycle. Real-time knowledge allows technicians to respond quickly and efficiently, helping them do their jobs better and helping you maximize your service profitability.

Technicians can close calls remotely, eliminating duplicate data entry and allowing dispatchers to concentrate on customer needs. Inventory and Receivables Management data are updated instantly, so you can keep a watchful and informed eye on where your company's time and money is being spent.

## Quick Features List

- Technicians can work remotely on a laptop, then synchronize data bi-directionally through a modem dial-up connection to Microsoft SQL Server™.
- Service calls can be updated while disconnected, including all parts and labor usage, expenses incurred and additional charges.
- Technicians have full capabilities of client-based Service Call Management application in the field.