

# EAGLE FIELD SE V 16





02	Introduction
04-05	The fully integrated, complete business solution
06-07	Business Intelligence & Reporting - Document Management Workflow - Customisation Toolkit
08-09	Service Oriented Architecture - Contact Management - Quotations
10-11	Customer/Asset Management - Service Contracts - Planned Maintenance - Call/Case Management
12-13	Assisted Engineer Scheduling
14-15	Engineer Mobile - Purchasing & Stock - Invoicing

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- Comprehensive Contact Management
- Asset/Warranty Management
- Planned Maintenance
- Call Logging & Escalation
- Engineer Scheduling
- Engineer Skills Matrix
- Remote Engineers
- Stock Management/Purchasing
- Job Costing
- Invoice Generation
- Document Management
- Task Management/Reminders
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### •aanagement

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## **Empowering** our customers

Eagle Field Service | | , -

At the core

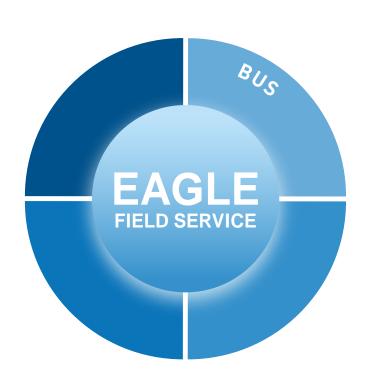
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This underlying technology

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"As your processes develop, or your customer requirements grow, Eagle Field Service can be adapted to meet these changes by empowering you to enhance the system without needing to involve the software author."

EA







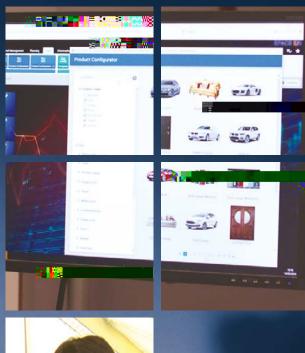
Eagle provides a web service

ι.

An example use for this technology l

SOA enables streamlining

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Manage customer and prospect contact information	A powerful and flexible	
The Eagle Contact Management system	Configuration of quotations	
Contact and Address information,  U U U U U U U U U U U U U U U U U U	However, Eagle simplifies this process	
Eagle users will have ready access	l ' l , l , l	
Information is key -	Upon quotation acceptance	

## **Customer / Asset** Management

## **Service Contracts**

Any number of ( )

The contract price

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Regular maintenance invoices

A site visit may be required l . ll-

The costs of labour and any materials

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## Planned **Maintenance**

The Eagle Planned Maintenance (PM)

module l, l ll l

Users can publish |

Invoices may be raised '

The Engineer Scheduling Board

The fully integrated nature









This search function Users can use filters

The business benefits of efficient engineer scheduling

Engineers spend less time travelling

Optimisation of jobs booked each day

More efficient operators

A Rule engine that is tailored

At a glance access

Getting the right person to the job











## **Purchasing** & Stock

### The Purchasing and Stock functionality

l l ll -

### When stock levels fall

### Stock deliveries can be routed

### Whilst Eagle Field Service

## By allowing

ι ..., 

## Invoicing

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### The range of requirements

### The ability to apply different hourly rates,

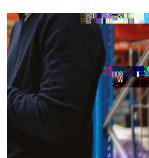
l l l l .

Payments can be received ,









## Web Self Service

Service Oriented Architecture (SOA)

Eagle provides a web service

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This could be a company website

SOA enables streamlining

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## **Service CRM**

Customer Relationship Management (CRM)

l l , l .

Service engineers

Visibility of all communication

The Eagle Field Service

The Eagle CRM Console

Contact and Address information,

Remote Engineers are able to access

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Broadcasting functionality offers

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Rapid response to enquiries

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# Planning & Scheduling

Production Planning and Scheduling

The Production Planning l

- Finite Capacity Planning 
   l
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   l
   l
   l
- Infinite Capacity Planning 
   Future over-load
- Material Requirements Planning (MRP)  $\mathbb{I}$

This module l

Details,

The Quality module

Use of management stages

### **Exel Computer Systems plc**

## eaglefieldservice.com







