



Simply put, our tablet technology solution helps our technicians to service our customers faster and more effectively, which can provide improved facility operations and higher levels of productivity to our customers so they can focus on their day-to-day business.



Tablet Technology Field Solution

DeBra-Kuempel has begun to deploy tablet computers to our field staff—creating a paperless work order management system. We now have hundreds of tablets being used in the field. Evidence suggests that mobile field technology increases technician productivity by up to 20 percent by eliminating paperwork and providing direct access to information such as maintenance histories, on-site procurement reminders, and access to customized applications to help complete work more safely and efficiently.

Our tablet technology includes the following cutting-edge functions:

- » Equipment catalogs with service diagnostics
- » Client signature capture to help eliminate billing disputes
- » Technician call status and location
- » Web-based customer access
- » Automation of costly, unproductive paper-intensive processes
- » Wireless transfer of service tickets and time sheets
- » Instant wireless dispatch of work orders to technicians
- » Instant access to job site and work order history
- » Equipment inventory for maintenance contracts
- » Reporting of repairs found by technician, job site, date, etc.
- » Wireless messaging from technician-to-office
- » Access to industry-specific applications



How can we help you?

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