EDIFICE™ Mobile Work Orders

- Operates in connected and disconnected modes

- Improves service efficiency

- Eliminates paper work orders

- Eliminates searching for lost work orders

- Eliminates call backs to the office for location information such as service or read history

- Immediate processing of completed work orders

- Real-time work order dispatch to field technicians
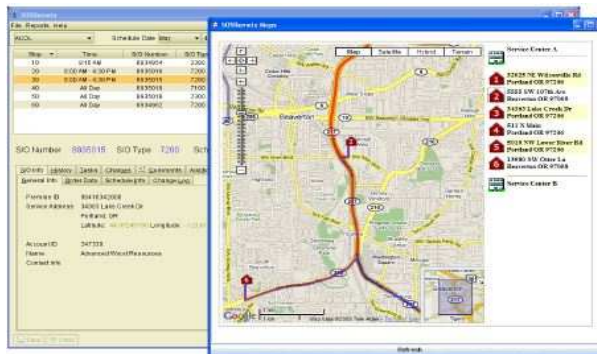
SCHEDULING/DISPATCH

NDS' EDIFICE Remote Work Order has a fully featured scheduling /dispatch software that allows equipment and staff to be tracked for customer and infrastructure work. Work orders are created and dispatched directly from the scheduling/dispatch.

INVENTORY

Inventory items are available to the technician in the field. Inventory used in the field is entered by the technician and transmitted back with the completed work order.

SERVICE HISTORY

EDIFICE Mobile Work Orders maintains a complete history of all service requests and work performed at a customer location. Technicians can easily see the customer service history on their device (laptop, tablet, smartphone) in the field.

NDS' EDIFICE Mobile Work Orders

NDS' EDIFICE™ Mobile Work Orders offers field technicians a paperless way to complete their work assignments real-time. Mobile Work Orders is designed to operate on virtually any device and works for all service territories – even those with spotty connectivity. Mobile Work Orders extends EDIFICE Service Management directly into the field and is integrated with Service Billing/Jobbing and Inventory, creating a seamless transaction and workflow environment from the field to the back office.

Automating Your Utility's Workforce

Field technicians complete work orders with minimal steps using the customized Closing Wizards.

Northern Data Systems