

# SERVICE MANAGEMENT

TAKE CONTROL OF YOUR SERVICE OPERATION.

## WITHOUT ENTERPRISE SERVICE MANAGEMENT

### No Integration

Using multiple software, combined with a standalone service management system tends to leave companies disjointed and disorganized. With information spread out across multiple systems, the risk of data loss, duplicate entries, and double-billing is heightened.



### Lack of Document Tracking

Keeping track of work orders, customer signatures, invoicing, and checklists is difficult as they are susceptible to loss or incorrect entry. Paperwork from a variety of technicians may also pile up, adding more time needed to input data, which can ultimately increase the overall billing cycle.



### Limited Control

Without a proper service management software solution in place, it is difficult to attain control. Issues such as double entries, delayed or missed billings, and lack of work order tracking are common concerns which can lead to lost revenue and lower technician utilization.



### Scheduling Inconsistencies

Scheduling errors often occur due to unreliable and infrequent communication between dispatchers and technicians. Longer wait times leads to missed jobs, negatively affecting customer service and resulting in less repeat business.



### Poor Tracking

Service managers are unable to gain an accurate picture of how the business is doing, with important documentation often delayed. Additionally, the day-to-day operations of technicians are also tough to keep track of, making it difficult to assess whether or not the business is as productive and profitable as it can be.



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With the Dispatch Scheduler, our customers are definitely getting better service from us. They are more satisfied now that we are able to respond to their service calls quicker and we are able to utilize our technicians more effectively as well."

**THERESA MARTIN,**  
Malek, Inc. Mechanical  
& Plumbing Contractors

## WITH ENTERPRISE SERVICE MANAGEMENT

With companies ranging from HVAC, plumbing, electrical or mechanical contracting, Jonas' software provides the solutions businesses need to operate more efficiently and profitably. Through Jonas Service Management, technicians can increase productivity by having all of the information necessary to create and complete service jobs directly from their mobile device or laptop. Through increased collaboration with the office and the field, dispatchers will be able to inform technicians of any changes, ensuring all customers are serviced in a timely manner. Jonas' Service Management solution also allows businesses to decrease billing cycles and increase technician utilization, which leads to service contract revenue growth. With automated reporting and workflow, billing, and service contract renewals, Jonas has the ability to facilitate a high speed and high volume service-based business.

### Improved Collaboration

With important business operations like work orders, equipment and document management integrated into Jonas, all information is available from a centralized location. Through Jonas eMobile, technicians have the information they need in the field, which boosts efficiency and allows them to better service customers. Through this collaborative environment, technicians are able to reduce manual data entry, which leads to decreased billing cycles.

### Increased Accessibility

The Jonas Dispatch Board provides an easy-to-use scheduler which allows service managers and dispatchers to view all aspects of the business from a single, integrated location. Service managers can also gain greater control of the business by eliminating paperwork and leveraging Jonas' Document Management solution, Digio. Through Jonas, service managers are able to organize and segment all workload accordingly, manage their resources, and increase technician utilization.

### Enhanced Visibility

Through Jonas' Service Management software solution, gain greater insights into how each part of the business is performing in real-time. Gain access to all pertinent information including productivity, inventory and equipment, and find ways to make the business more profitable. Service managers are able to become more proactive rather than reactive by accessing accurate and comprehensive data.

### Detailed Scheduling

Create, manage, and most importantly, update job schedules with Service Management from Jonas. Easy-to-use drag and drop functions make altering, dispatching and arranging schedules much easier. Technicians are provided with consistent and up-to-date schedules directly onto their mobile device. Day-to-day operations also becomes more efficient through the use of eMobile and GPS routing.

