Mobile Field Service

OVERVIEW

- The ALLIANCE™ MFS is fully integrated with the Windows Application Suite

- Custom interfaces available for 3rd party CIS / Billing System software

- Option available for operation in a standalone database mode

- The system allows for virtually any type of field data collection with customized forms.

- The system has customized task lists based on task types.

- Syncing allows new or modified orders from the office to automatically update to the appropriate field unit.

- Ability to track/map crew locations at the back office.

- Secure with customizable user rights & application rights.

- Typing is minimized through liberal use of drop down boxes, defaults, voice notes, and touchscreen support.

- Runs on any Windows device— Tablets, Tablet PCs or Laptops.

- Maintains extensive history for each device & account

- Device & account look-up's for virtually every data field & data field combination

- Enhanced query routines provide for quasi-report generator functions

The Alliance Mobile Field Service (MFS) is a flexible software solution that empowers mobile workers to be more productive and effective. This solution is fast, accurate, customizable and Windows-based for support across many hardware platforms.

MFS screens are designed for smaller tablet displays, better accommodating portable devices utilized in the field. The screens have large buttons for easy touch-screen use and large fonts for easy reading. At a glance, field workers can view work orders displayed in a summarized manner while allowing them to drill-down for detailed views.

QuickAccess buttons are included on the main display to allow for easy selection of functions such as Mapping, GPS capture and Camera functions. Work orders are also color coded based on priority and timeframe.

MFS includes QuickSearch for easy and quick work order access. This function eliminates sifting through long lists of service orders, and over use of scroll bars. QuickSearch also filters the retrieved content as the search criteria is keyed, so keyboard use can be greatly reduced for quick and efficient access.

Manage Your Field Staff Remotely

MFS is GPS-enabled and allows for mapping integration, meter & infrastructure marking and crew locating. Mapping GPS functionality will display the location of mobile clients in the field and can assist with driving directions as each work order is executed.

GPS Marking functionality provides the ability to record a meter or valve location by GPS coordinates. GPS functionality also allows you to display your crew/s locations from the business office.

Work orders can also be tailored to include individual "tasks", which allow for special management instructions on each step of complex orders. Photos can also be attached and assigned to a work order or a specific task of an order.

MFS includes a Note function that provides generous space for notes to be taken and stored. There is also a feature for recorded "voice notes" as long as your hardware will supports this functionality.

MFS includes a Template Designer that allows customization by each utility company. The fields and labels can be repositioned and customized individually. Field color, size, position, and data type can be specifically changed as desired. Also, the template "tasks" defined within a template, are automatically added to all applicable order types.

Custom software integration services are also available for allowing dataflow between MFS and existing legacy CIS/Utility Billing software applications.

Alliance

Features

General:

• QuickAccess buttons are included on the main display to allow for easy selection of common functions .

• MFS includes QuickSearch to allow finding an account easily and quickly.

• QuickSearch filters data results as it is typed which speeds up searches and minimizes typing.

• MFS includes a Note function that provides generous space for notes to be typed with the built-in keyboard. Recorded 'voice notes' are also included as long as related hardware supports this function.

• The system allows for virtually any type of field data collection with customized forms.

• The system has customized task lists based on task types that can be added to each work order type.

• Operates on any Windows device including portables, tablet PC's, laptops and desktops. Also supports touchscreen displays.

• Syncing allows new, modified and completed orders to wirelessly transmit between the office and field units.

• Work orders can be dispatched into a generic queue or directed to specific employees or field units.

• Ability to track/map crew locations from the office.

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Design

As you look into the future, take comfort in the design of the ALLIANCE™ Windows Suite. Application software and middleware components are building upon a Microsoft.NET development environment. The database considerations are exclusive to Microsoft's robust SQL Server data platform.

This design ensures that your investment in these client-server, enterprise-class applications is well protected.

About Us

United Systems & Software, Inc. (USS) specializes in providing technology to the public sector. Founded in 1977, USS serves over 500 customers throughout the central United States.   We are recognized as a Microsoft Certified Partner and a Hewlett-Packard Business Partner.

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