

What Can Be Accomplished Using Microsoft Dynamics GP and SL Software?

Microsoft Dynamics GP and SL software platforms are excellent business accounting and organizational tools that enable a variety of beneficial functions. They take businesses beyond entry level accounting and tracking and give them a powerful advantage in many day-to-day operations. Both platforms offer similar capabilities in terms of tasks performed and end results.

Link Technicians to the Office

Microsoft Dynamics GP and SL provide an overall **field service management** capability. For service employees in the field, Microsoft Dynamics GP and SL enable immediate service calls from the office to the field. Job status updates provided by the on-site technician can also be instantly added to the company database for the office to view.

Efficiently Dispatch Technicians to the Job Site

These Microsoft software platforms allow the fastest and most efficient way to get technicians to the job site. The locations of your service personnel's jobs are available by display map. Optimized routes are available to technicians to help them find service call locations more efficiently.

Produce Same Day Service Invoices

All invoice and billing activities are handled within the Microsoft Dynamics interface so that the need for paper work transmission from the field is eliminated. Payroll can also be linked directly to billing activities for smoother payroll accounting operations.

Provide Technicians with Project Data

Through Microsoft **Dynamics GP field service** capabilities, your company office can send important information about a particular job to the technician in the field. This may include past work history, equipment information, technical diagrams and photos related to the job.

Track Your Fleet

Microsoft Dynamics GP and SL enable your company office to know the status and current location of your service vehicles. It allows you to keep track of their schedules and hours spent at each location right within one platform. This can provide you with important information about your fleet's production and efficiency.

Inform Customers

Customers are able to receive information about service calls directly through the software interface. They can instantly see before and after photos of work performed, information about equipment and other job related issues.

Manage Team Workflow

The entire operation and daily workflow of your field service team can be managed through the **Microsoft Dynamics Solomon** (SL) and GP applications. From the initial service call and dispatching of technicians to job status updates and payment and billing, Microsoft Dynamics GP and SL software can bring a new level of efficiency and production to your business.