



# Pronto Xi ERP Software for Field Service

Increase control, visibility and efficiency for your Field Service Operations.

TOP TEN REASONS TO SELECT PRONTO XI

# Field service tools that deliver satisfaction.

Pronto Xi Enterprise Resource Planning (ERP) Software provides a reliable flow of information between corporate locations and its field service workers. A comprehensive solution, Pronto Xi is the choice for Field Service through its simplicity in use, enhanced mobility and scope of service tools aimed at increasing customer and worker satisfaction.



# Top Ten Reasons to choose Pronto Xi for Field Service.

Field service companies looking for a comprehensive ERP solution should take a close look at Pronto Xi ERP Software for these and the many additional benefits it offers:

# 1

## A single fully integrated solution.

Fully integrated Pronto Xi modules translate into the seamless management of field service operations. With Pronto Xi's extensive core functionality that is built into the application, there is no need for add-ons or interfaces. Pronto Xi takes care of all requirements in a single solution.

# 2

## Improve first-time fix rate.

A healthy First-Time Fix (FTF) rate leads to increased customer satisfaction, decreased costs and increased revenue by increasing the overall number of completed calls per day. Pronto Xi equips service staff with the tools to improve this all-important metric -

- real-time remote technician connectivity to call details, parts inventory and technical reference content;
- smart dispatch of resources - matching skill-sets to job requirements;
- technician location tracking;
- predictive and preventative maintenance to proactively alert and prepare for job requirements;
- fully managed inventory to ensure that the right parts are always available;
- expected call durations for appropriate timing of technicians to complete calls within the business day.

# 3

## Connect field service workers to the back office.

Keeping field workers connected to the back office provides a multitude of benefits to service companies – resource visibility, optimized utilization and call dispatch, replacement parts tracking, quicker service-to-cash turnaround via on-site billing, improved knowledge transfer and so much more. Pronto Xi provides real-time Mobile Service and Sales through web-enabled applications that directly connect to core Pronto Xi ERP Software.

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### Visual drag and drop service scheduling.

Pronto Xi's visual 'drag and drop' Resource Scheduler dramatically increases the operational efficiency of a service call centre. Real-time resource and call data is available for dispatchers to quickly view unassigned calls and allocate them to the best available and skilled resources for the task. Call data includes expected durations and completion dates to maximize utilization and drive revenue. In addition, Pronto Xi Resource Scheduler includes advanced sort and filter options, multiple dispatcher capability, subcontractor access, integrated directions and location mapping, multilevel resource calendar and full descriptions of selected calls.

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### Improve customer satisfaction with self-service tools.

Self-service tools that are integrated to Pronto Xi empower clients and reduce pressure on call centre staff. Pronto Xi's seamlessly integrated Service Connect is a secure web-enabled extension to Service Management that allows customers to add service calls – and review existing calls to get critical details like knowing which engineer will be working on an issue and when.

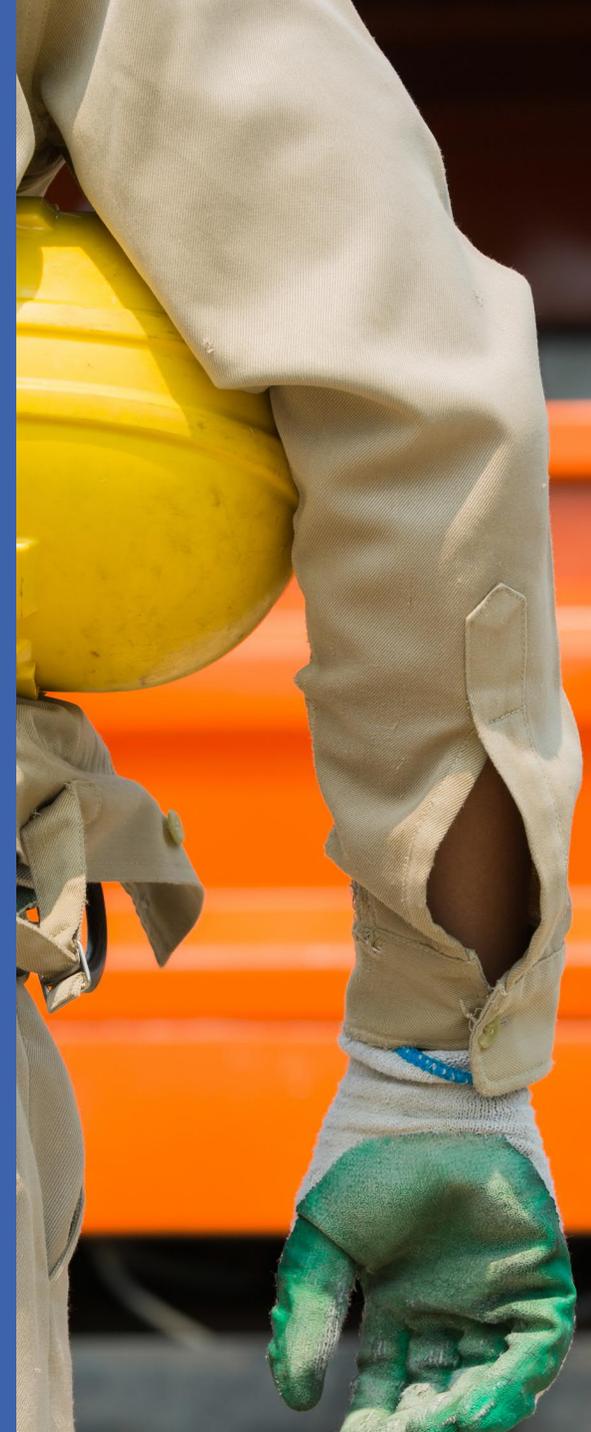
As an added benefit, Service Connect eliminates the need for costly third party solutions that cannot replicate the close integration to Service Management – scheduling, resource management and mobile service that Pronto Xi can.

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### Business Intelligence that goes beyond standard reporting.

In addition to providing sophisticated KPI reporting and dashboards (both in the office and on-the-road) through integrated IBM Cognos Analytics, Pronto Xi offers smart insight into processes through alert, task and data intelligence. Workers are provided with queues and event information to improve visibility and promote smart, quick decisions and actions.

Want quick access to BI? Pronto Xi includes extensive libraries of out-of-the-box analytics content - reports, dashboards, and cubes.



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### Strict service level agreement management and reporting.

Pronto Xi offers flexible integrated contract management that can be defined against Service Level Agreement parameters. Contracts are precisely created using templates to consistently capture standard SLA terms, and are subsequently strictly managed to ensure all related warranties, service and maintenance scheduling, billing and renewals are fulfilled to meet contract objectives. Never miss billing cycles or renewal dates with automated handling to ensure revenue is realized.

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### Impress customers with proactive maintenance planning.

Building preventative maintenance schedules into Service Contracts is easy with Pronto Xi. Preventative maintenance calls can be generated in accordance with equipment routine frequency, or in a Run format with a routine hierarchy sequence. Predictive maintenance Q&A offers additional advantages in providing valuable item feedback and predicting trends in items with high failure rates. Pronto Xi acts as the brains behind service operations; escalating customer confidence by making service teams smarter and stronger.

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### Select the best equipped resources for the call.

Pronto Xi Resource Management provides powerful functions for managers to deploy the best fit resources (personnel, subcontractors or equipment) for work/tasks that need to be performed. Utilizing the graphical resource scheduler, resource availability is transparent allowing for resource planning for upcoming projects, assignment based on skill-set or other factors and scenario-based resource options. Resource Management is linked directly to Service and Project modules and can feed directly into Work Breakdown Structures (WBS).

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### Quick return-on-investment (ROI).

A rapid deployment and low total cost of ownership (TCO) allow Pronto Xi to deliver a quick ROI without compromising functionality. Comparable to Tier 1 and Tier 2 ERP software products, Pronto Xi is a feature rich solution with functional depth and range that is typically only achieved through large investment. Pronto Xi provides the functionality you need, but at a lower total cost to achieve a timely ROI.



# Comprehensive Field Service Management

Pronto Xi ERP Software's fully-integrated and comprehensive solution provides tools for complete management of your field service company.

Corporate		Service Operations			Rental	Sales
Finance	Management	Service Calls	Scheduler	Mobile Service		
<ul style="list-style-type: none"> <li>• General Ledger</li> <li>• A/R</li> <li>• A/P</li> <li>• Fixed assets</li> <li>• Budgeting</li> <li>• Cash flow</li> <li>• Forecasting</li> <li>• Multi-currency</li> <li>• Multi-company</li> <li>• Consolidations</li> <li>• Employee portal</li> <li>• Timesheets</li> </ul>	<ul style="list-style-type: none"> <li>• Business Intelligence with IBM Cognos</li> <li>• MobileBI</li> <li>• KPI library</li> <li>• Analytics cubes</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible entry &amp; time sheet options</li> <li>• Work order produced at call entry</li> <li>• Multiple technicians per call</li> <li>• Multi-level call escalation</li> <li>• Predictive Q&amp;A</li> <li>• General, fault, repair and invoice notes</li> <li>• Linked to purchasing, job costing, GL</li> <li>• Critical call auto-escalation</li> <li>• Service history of equipment by S/N</li> </ul>	<ul style="list-style-type: none"> <li>• Drag &amp; drop scheduling for Service, Project, Maintenance, and Resource management</li> <li>• Real-time scheduling and allocation</li> <li>• Create personalized views</li> <li>• Visibility of unallocated work and whitespace</li> <li>• Engineer availability</li> <li>• Intelligent scheduling</li> <li>• Subcontractor scheduling &amp; timesheets</li> </ul>	<ul style="list-style-type: none"> <li>• Create new calls from mobile device</li> <li>• Mobile call management</li> <li>• Regular polling of new calls</li> <li>• Pronto details to ServiceConnect Mobile</li> <li>• Accept or decline pending calls</li> <li>• Add updated transactions - labour use, part use, image, notes, customer sign-off</li> </ul>	<ul style="list-style-type: none"> <li>• Rental contract management</li> <li>• Rental history</li> <li>• Flexible billing cycles</li> <li>• Autoasset creation</li> <li>• Asset lifecycle management</li> </ul>	<ul style="list-style-type: none"> <li>• Sales order processing</li> <li>• Sales reporting</li> <li>• Point-of-sale (POS)</li> <li>• Mobile sales</li> <li>• CRM</li> <li>• E-Commerce</li> </ul>

# Even more reasons to choose Pronto Xi for Field Service.

PSA and Pronto Xi have even more to offer with automated accounts payable, custom business process management integration, best-in-class business intelligence, mobile sales, and implementation support from industry professionals that can add value to your operations.

**Mobile Service** Home erical

Predictive QA for 3807 Unit AIRCON Serial 143

Condition of outside compressor condensing coil?

Check all filters and fuses. Ensure they are all clean and i

Condition of Evaporator Coil?

Is the Indoor Blower Unit Running?

Is the Outdoor Compressor Fan Unit Running?

Enter Relative Humidity Target

Room Thermostat Temp Setting?

What is the type of nut?

Unit Condition?

Save Cancel

**Mobile Service** Home erical

Add New Contract Unit for 3807

Item: 440S - 440S System Add PQ&A

Make Code: Daiken

Location Code: Building

Serial Flag:  Serial

Serial Number: 3454353 (auto assi)

Quantity: 1

Installed Date: 27/09/20

Warranty Date: 27/09/20

Contract Notes: New unit maintain

General Notes: This unit and requ

Next Service Notes: Clean ou

Est Labour Hrs: 4

PM Routine Code: ---P

Work Performed Date: 27/0

Time Duration: 4

**PRONTO Xi Mobile Service** erical

Call 4026

Required Date: 19/02/2019 09:13:00

Customer: Mrs Rachel Steel

Type Code: CA

Estimated Time: 5.00

Item: FOUNDRY

Serial: NOT SERIALIZED

Customer Ref.: 324235325

**PRONTO Xi Mobile Service** erical

Allocated (6)

Schedule

Pending (0)

Create Call

Timesheets

Completed Calls (0)

Raised Calls

Raised Units

**Take control of your field service operations.**  
Scalable from as little as 10 to greater than 10,000 users, Pronto Xi ERP Software promises added control, visibility and efficiency in your field service operations. Contact us today to learn more, book a demo or get pricing.

Pronto Solutions Alliance Inc. (PSA) helps business clients reach and exceed their potential through implementation of Enterprise Resource Planning software. We are the leading North American reseller of Pronto Xi ERP Business Software.



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