

# Service



## **BOOST IN-FIELD PRODUCTIVITY**

If a reduction in overheads and back office processes is your objective, Leopard Systems can provide you with a multi-featured, turnkey mobility solution that allows you to manage field service workers more efficiently, while empowering them to boost their productivity.

Armed with an impressive range of components, Leopard Service provides complete visibility of field workers' daily schedules, easy management of work orders, tracking, assets, reporting and more.

This user-friendly solution also provides mobile personnel with access to real-time data, optimised service schedules and in-field data processing capability - all via one mobile device.

Developed by Leopard's Research and Development division, this easily configurable solution will give your business the tools to drive operational improvements such as reducing the time from when a service call is completed, to when a customer receives the bill.

Built on Leopard's signature mobility platform, offering an abundance of in-field and head office efficiencies, Leopard Service is enterprise productivity unleashed.

*Generate an immediate ROI with an in-field data capture solution that provides visibility of work orders, service schedules, assets & more.*

### **KEY FEATURES & BUSINESS BENEFITS**

- 1** Automates and streamlines field service workers' job dispatch processes.
- 2** Provides across the board visibility of field service workers, assets, driving routes, reporting, timesheets and much more.
- 3** Reduces the time field workers spend searching for a customer site by providing optimised driving routes.
- 4** Reduces customer billing cycle with real-time, in-field data processing to the backend system.
- 5** Eradicates duplicate data entry and paperwork via instant, in-field data entry.
- 6** Allows swift, real-time communication between head office and field workers via SMS-style messaging.
- 7** Increases field worker efficiency and accuracy by providing simple, configurable workflow features accessed via a user-friendly touch screen interface.
- 8** Provides an end-to-end workflow process, where an order is created, scheduled, responded to in-field & completed via one system.

**Enterprise  
Productivity  
Unleashed.**



**Real-time Access**



**Field Productivity**



**Job Tracking**

## CAPABILITIES & BENEFITS

### WITH SERVICE YOU CAN...

- Access real-time data, tracking and work order dispatch
- Reduce billing cycles
- Sort jobs according to priority
- Communicate SMS-style with field workers
- Accept scheduled or assigned calls from the dispatcher
- Reduce duplication of data from in-field data entry and head office paperwork
- Capture signatures at configurable points in the workflow.

### WITH SERVICE YOU GET...

- State of the art touch-friendly interface technology with portrait and landscape operation
- Enhanced on-screen keyboards to reduce input error
- A configurable workflow engine
- Instant data processing to office backend system
- Optimised driving routes & turn by turn navigation via GPS
- An easily configurable enterprise grade solution
- IOS, Android and Windows certification
- A web-based portal for entering, reviewing and tracking data.

### WITH SERVICE YOU PROVIDE...

- Customers with an enriched experience by meeting their expectations and keeping them informed of progress and changes
- Efficient in-field, real-time data capture and reporting capability
- Real-time tracking for information on task completion and job status
- Customers with dockets on the job via Bluetooth printers
- Completed job reports to Regional Manager for approval
- Mobile personnel with a consistent and reliable enterprise mobility solution.

## OFFICES

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## ABOUT LEOPARD SYSTEMS

Established in 1990, Leopard Systems is a leading enterprise mobility solution provider renowned for creating innovative, strategic solutions designed to increase productivity and competitive edge. Well regarded within Transport and Logistics, Field Service, Retail and Supply Chain, Leopard Systems leads the way with its signature suite of enterprise grade solutions designed to streamline operations, increase efficiencies, reduce input error, improve staff productivity and, of course, increase the bottom line.

Leopard Systems promotes a fully holistic, consultative approach to enterprise mobility. By partnering with Leopard you benefit from entrusting one partner from order to operation, with seamless implementation, personalised support and outstanding service from our industry trained personnel. In today's competitive environment, where the focus is on improved workforce efficiencies, service KPIs and increased profit, the demand for enterprise mobility has never been stronger.