

Industrial Equipment

Service Pro by MSI Data is equipped to support field service companies within the Industrial Equipment space.

Who We Are

Service Pro® by MSI Data is the industry's leading equipment-centric field service platform.

Our back-office software and mobile field service app combine to unlock incredible visibility into your operations. Leverage your data to identify critical Key Performance Indicators (KPIs) and maximize profitability in your organization.

How We Can Help

What can Service Pro by MSI Data provide specific to the Industrial Equipment industry?



Mobile Experience

Replace your existing field service app with Service Pro Mobile for an offline-capable experience. View historical info while on-site, utilize checklists, punch clocks, and sync later.



Intuitive Scheduling

Schedule recurring and preventative maintenance appointments with Service Pro's color-coded, drag-and-drop scheduler.



Integrated Experience

Connect the back office to your field workforce. Manage all your moving parts: completed and open jobs, schedules, and service work orders.

Testimonial

How one Service Pro® client in this industry utilizes the platform:

Eastern Controls Inc.

- Specializes in process control solutions
- Serving the industrial automation industry since 1969

Lack of Scheduling Visibility and Control

- Access Service Pro on the job site, log their hours and parts used, and calculate the total quote before leaving
- Customers are then billed in 24 hours
- Less dispute and faster turnaround on payments

Inability to track KPIs

- Service Pro's Business Intelligence allows for extensive management and measurement of KPIs
- E.C.I. can choose their own metrics to track, choose from over 15 visualization options, and gather real-time data

Double Booking of Technicians

- Updated scheduling and mobile synchronization provides clarity and shortens average time-to-invoice cycles

