



Your Equipment-Centric Field Service Platform

GAIN VISIBILITY, MAXIMIZE PROFITABILITY

Get it done right, **the first time.**

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.

Benefits:

- Accurate data capture in the field
- Accelerate service-to-cash cycle
- Achieve real-time field visibility
- Improve scheduling efficiency
- Simplify equipment tracking
- Simplified customer maintenance management
- Embedded benchmarking and operational performance metrics

Capabilities

- Intelligent scheduling views and filtering of field resources
- Asset, component, & parts tracking
- High-volume inspection management
- ERP integration
- Service work order management
- Flexible contract builder
- Automate preventative maintenance

Visual Scheduler

Easily dispatch the right technicians for the right job using the Service Pro® scheduling board. Simply drag-and-drop appointments for efficient and reliable scheduling.

Enhanced Visibility

Maintain constant visibility into the location, availability and profiles of deployed field technicians, enabling fast and accurate scheduling decisions.

Viewing Options

Schedule efficiently with:

- hourly, daily, weekly, and monthly views
- drag-and-drop capability
- real-time map view of active technicians

Dynamic Filtering

Match the right technician to the right job with advanced filtering; select technicians by skill level and geographical location.

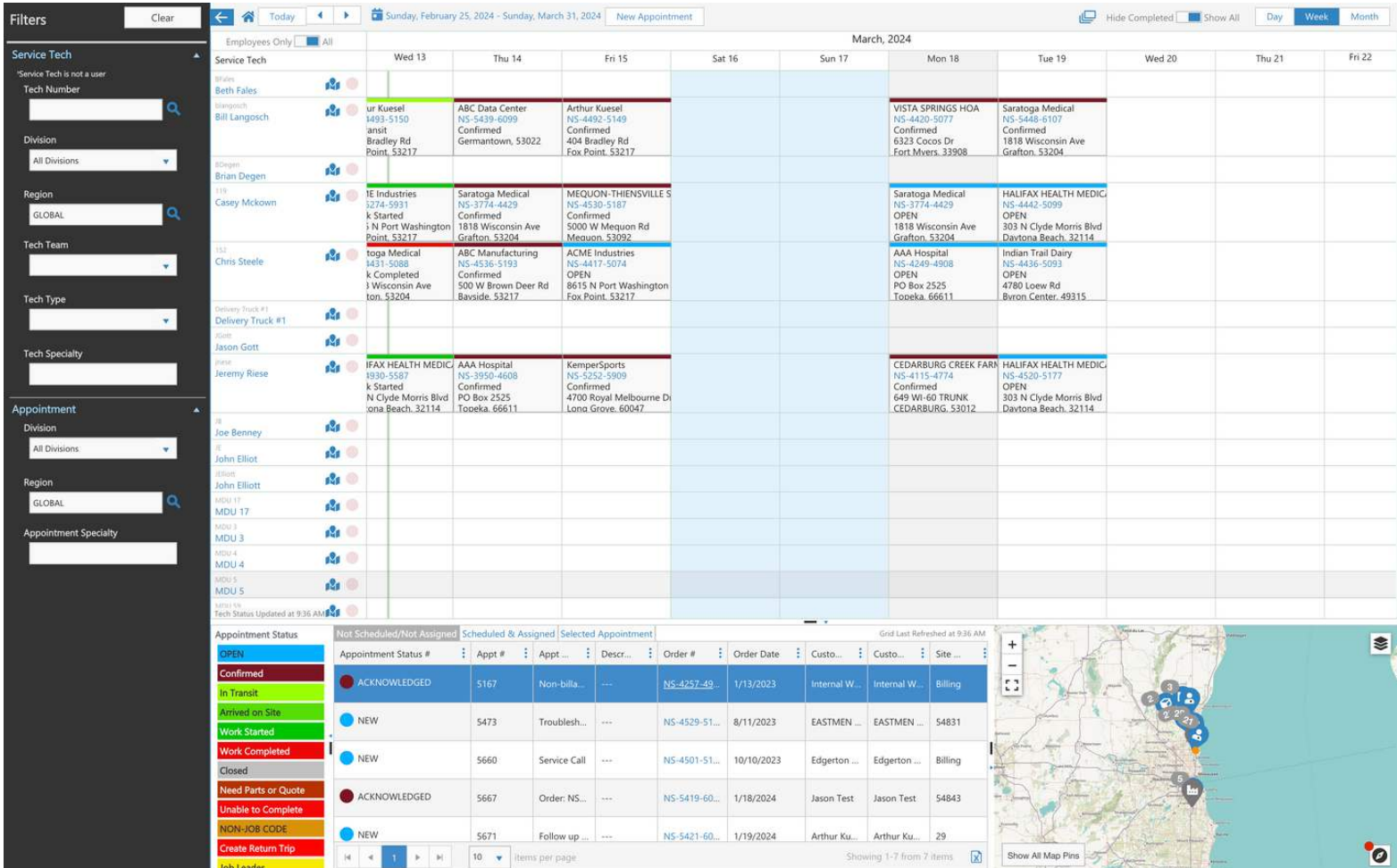
Metric Impact

Reduce or eliminate:

- truck rolls
- unnecessary fuel costs
- technician overtime
- inventory and parts issues

Increase and improve:

- customer satisfaction
- SLA compliance
- overall visibility
- technician productivity and utilization



The screenshot displays the Service Pro Visual Scheduler interface. On the left, there are filters for Service Tech (Tech Number, Division, Region, Tech Team, Tech Type, Tech Specialty) and Appointment (Division, Region, Appointment Specialty). The main area shows a calendar view for March 2024, with appointments listed for various technicians like Beth Fales, Brian Degen, Casey McKown, Chris Steele, Jason Gott, and Jeremy Riese. A map view on the right shows the locations of these technicians. At the bottom, there is a table of appointment status with columns for Appointment Status #, Appt #, Appt Desc, Order #, Order Date, Customer, and Site.

Appointment Status	Appointment Status #	Appt #	Appt Desc	Order #	Order Date	Customer	Site
OPEN							
Confirmed	ACKNOWLEDGED	5167	Non-billa...	NS-4257-40...	1/13/2023	Internal W...	Billing
In Transit	NEW	5473	Troublesh...	NS-4529-51...	8/11/2023	EASTMEN ...	EASTMEN ...
Arrived on Site	NEW	5660	Service Call	NS-4501-51...	10/10/2023	Edgerton ...	Edgerton ...
Work Started	ACKNOWLEDGED	5667	Order: NS...	NS-5419-60...	1/18/2024	Jason Test	Jason Test
Work Completed	NEW	5671	Follow up...	NS-5421-60...	1/19/2024	Arthur Ku...	Arthur Ku...
Closed							
Need Parts or Quote							
Unable to Complete							
NON-JOB CODE							
Create Return Trip							
Job Leader							

Service Pro® Visual Scheduler with filters

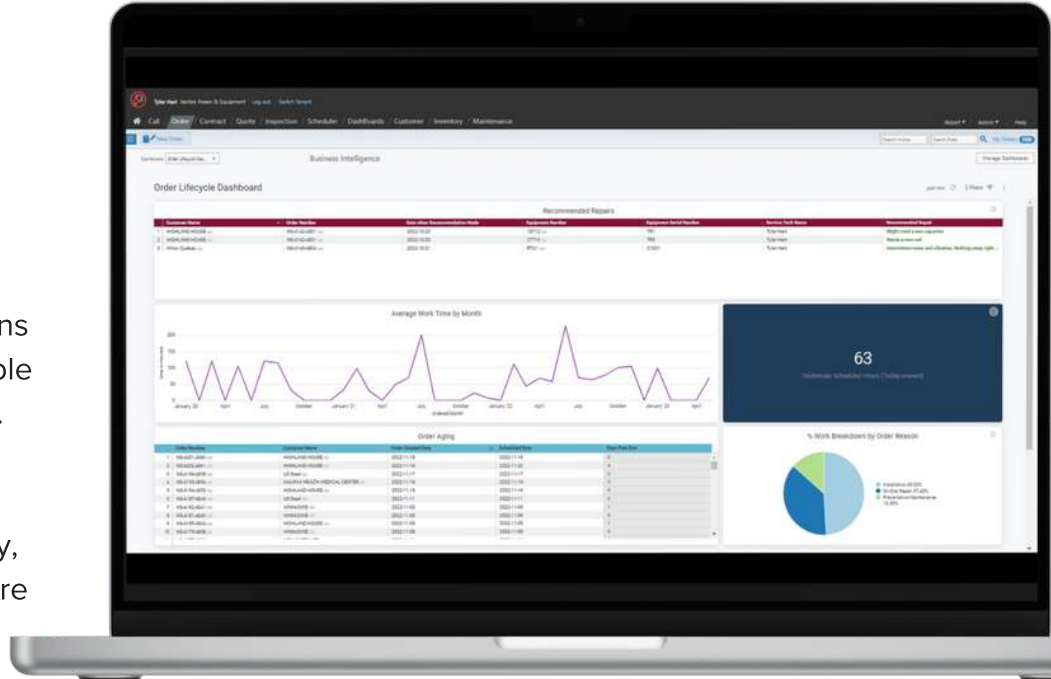
Reporting and Analytics

Harness the power of your data to achieve service excellence.

Capture: Increase visibility into your business by identifying, setting, and tracking Key Performance Indicators (KPIs) in real-time.

Digest: Create unlimited visualizations from critical data with over 19 available charts and diagrams to choose from.

Act: Analyze individual technician performance, view trends proactively, and identify potential problems before they impact your customers.



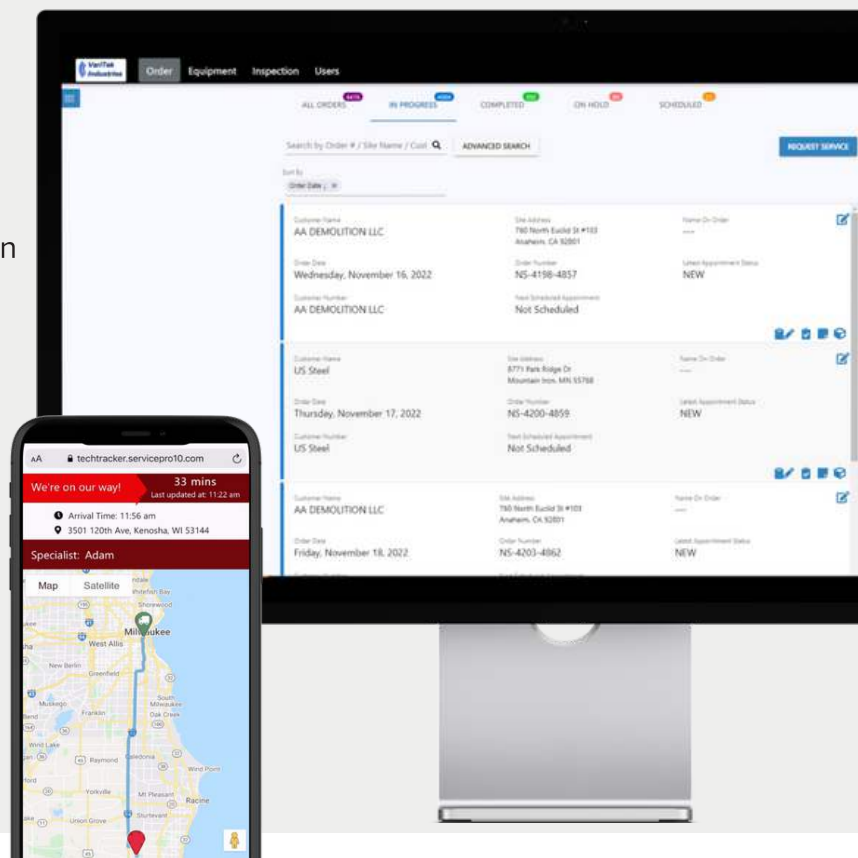
Connect with Customers

Enable or enhance your customer strategy with a convenient Customer Portal. Add on Technician Tracker for even more visibility.

Give your customers the power to:

- review, download, print, and submit information
- create a new call with one click
- track orders, equipment, and appointments
- access service history and inspection reports
- view incoming technician's locations, ETA's, and profile with real-time updates
- provide feedback with automated post-appointment surveys

Service Pro® client Roth Living realized a **98% customer satisfaction rate** post-implementation. [See how.](#)



Service Pro® Mobile App

Equip your field workforce with a true mobile app, giving technicians the access and information they need to get the job done right the first time.

Offline Capabilities

Depend on Service Pro® Mobile even in areas of low or no connectivity. Continue to use all of the app's functions like checklists, punch clocks, inventory, and image capture to complete work. Once back in service, the information added will automatically sync to the Service Pro® back office and your ERP.

Connected to Your ERP

Know that you have an accurate capture of parts, labor, and documentation of a work order by integrating directly with your ERP. Information captured by the technicians in the mobile app seamlessly syncs back into Service Pro® and your connected ERP. With our two-way integration, you can easily access your ERP's parts, inventory, and more directly in the Service Pro® Mobile App.

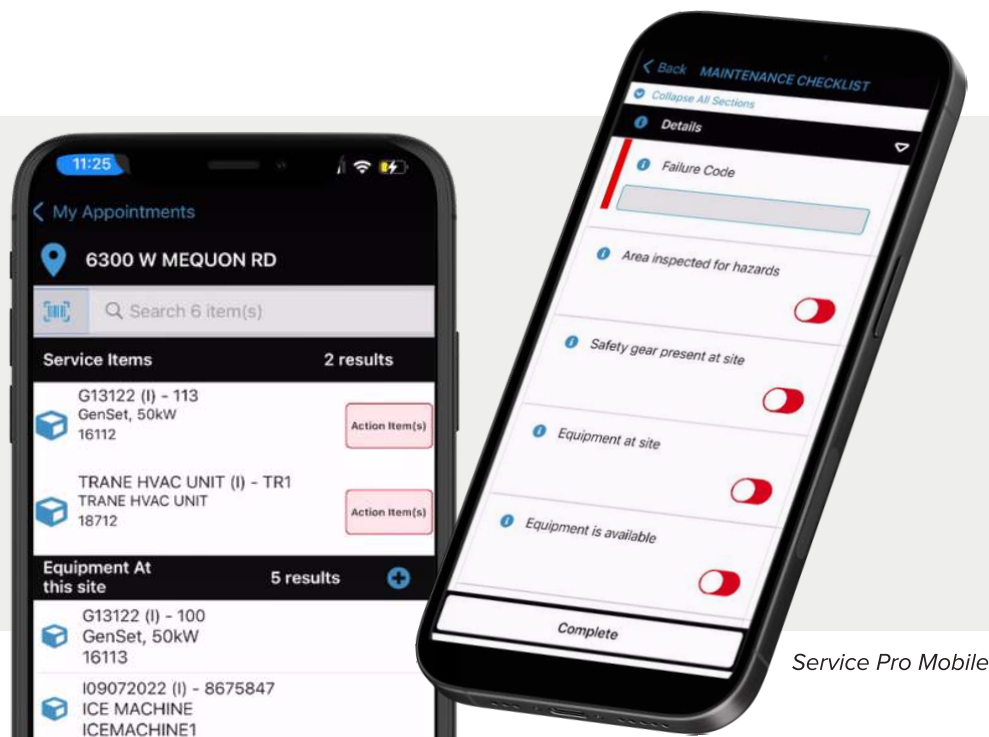
Service History

Access valuable equipment history from previous work orders, inspections, and notes while in the field. Simply scan the equipment barcode or search by serial number on any mobile device enabled with Service Pro® Mobile.

Inspection Capabilities

Complete entirely paperless inspections from simple questionnaire checklists to complex, multi-level safety inspections. Utilize checklists, workflows, and photos captured on site.

Conveniently share results with clients and internal stakeholders through an automated email. Gain insights into all your past inspection results and trends by using the Service Pro back office and/or Business Intelligence features.



Service Pro Mobile