



# Infor SyteLine Mobile Field Service Plus

## Get mobile.

Your customers expect you to solve their problems quickly, and to get it right the first time. Your quickest path to greater customer loyalty is through delivering consistently great first-call resolutions. You need mobile service solutions today, not tomorrow. It's a true win-win-win proposition—when field technicians have mobile access to information about parts inventory, unit history, and repair instructions, everyone comes out ahead. Productivity skyrockets, your business saves money, and your customers stay happy.

## Benefit from experience.

You can trust Infor™ SyteLine Mobile Field Service Plus to streamline your field service operation the same way you trust SyteLine to boost the rest of your business. Successful businesses in your field know how to get the most from what they have and how to serve their customers successfully every day with our field service solutions.

## Empower the field.

Seamlessly extend the power of Infor SyteLine to the field, in real time, by outfitting your technicians with mobile technology—like wireless handheld devices and laptops—and Mobile Field Service Plus.

You'll also bridge the costly gap between your back office and the field. You'll be able to:

- Solve problems faster by giving technicians instant access to centrally stored data.
- Eliminate tedious double entry of work order data.
- Cut down on paper-based work orders, timesheets, and expense reports.

**Turn the mobile revolution into your strategic advantage with Infor SyteLine Mobile Field Service Plus.**

- Create new, profitable up-sell opportunities by providing field technicians with customer history data.
- Improve quality by collecting more accurate field service data.
- Generate more timely and accurate information for more confident, informed decision making.
- Improve your technicians' productivity with a better scheduling and dispatch process.

When your back office and your field force operate as a unit, you improve efficiency and create a smarter, more responsive organization. You'll also head off expensive repeat visits because your field technicians, armed with complete information, will be ready and able to identify and correct problems before they occur.

You'll also shorten your order-to-cash cycle by giving your field staff the ability to deal with billing issues while on your customers' premises. At a higher level, you'll also gain a broad range of management information that can serve as key performance indicators (KPIs) to help you see whether you're using your field force as effectively as you might. You can also tell whether your technicians are encountering repeat problems that you might prevent before dispatching technicians in the first place.

## Boost customer satisfaction.

The mobile technology revolution won't wait for you. There's never been a more critical or profitable time to extend your information solutions to every member of your field force. You'll gain a lot more than convenience—you'll add a level of customer satisfaction that will benefit your business for many years to come with Infor SyteLine Mobile Field Service Plus.



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