Technisoft

ABOUT
TECHNISOFT PTY LTD

Technisoft Pty Ltd is a leader in INNOVATIVE SOFTWARE SOLUTIONS. Our core focus is to make the complex task of managing plant, infrastructure and field technicians easy.

Our software is used worldwide, in many industries, by businesses managing their organization in-house, and by businesses providing outsourced management services.

It began with our flagship product, Service Manager™, the award-winning software that fully integrates with Sage 300 and enables in-depth control of job costing, scheduling of resources, preventative maintenance, service agreements, and field staff directly from your accounting software.

Early on, we earned the distinction of being a Sage Endorsed Development Partner – which is a key differentiator for us. We have received many prestigious Development Awards and continue to listen to our customer requirements which has led to the development of software applications like Report Manager, Advanced Maintenance, Advanced Scheduling and Field Portal, to name a few.

More industry awards followed along with a burgeoning global client-base.

Then we started receiving requests for an offline version of our popular Field Portal application and that led to the development of Field Portal App. Field Portal App keeps your technicians working even when they don't have internet, Wifi or mobile cell coverage.

What can we tell you about our future while we're looking back? We can promise you more of the same. More applications that; streamline business processes, improve efficiencies and reduce overheads.

Where we are at today makes perfect sense when you consider our founder's vision was to create applications that add value to the communities we work in; create jobs, improve everyone's bottom-line and never compromise on service quality or product integrity.

The proof to this claim is the fact that new clients become long-term partners. You might also find it interesting that the same vision has been embraced by Technisoft's own employee culture resulting in virtually no staff turnover.

With the awards and the rewards comes a sense of fulfilment. Technisoft has made a difference in the lives of our clients, our business partners, and employees. We invite you to acquaint yourself with our salient range of products.

We think you'll find that our mantra to

"EXCEED EXPECTATIONS"

has been hard earned and is deserved.

Welcome then to the world of Technisoft, celebrating more than a quarter-century of software innovation.

PRODUCTS

SERVICE MANAGER

Integrates seamlessly into Sage 300.

Manage job costing, preventative maintenance, scheduling of resources, field service, and general equipment servicing.

Equipment transfers, warranty, rental, serial and lot tracking.

Standard and WIP accounting.

Profit analysis.

General , recurring and consolidated invoicing.

Issue parts, services, travel, and contractor services.

Time entry, labor tracking, resource utilization.

Billable/Non-billable time.

Task and activity checklists.

PO's, requisitions, authorization workflow.

Returns, refurbishments, rotations.

Service, Meter and Warranty Agreements.

Multi-currency.

Fully scalable.

ADVANCED MAINTENANCE

Scheduled or meter based maintenance plans.

Predictive maintenance.

Parts and labour requirements forecasts.

Budget vs. Actual profit analysis.

Model & site maintenance templates.

Task and activity templates.

Cross level dependency.

Agreements/Contracts.

FIELD PORTAL

Connects HQ/Mission Control to your field technicians.

Device independent, browser or App based for online or offline use - protecting your investment - Supports any current Apple, Android or Windows phone or tablet device.

Job details, status, priority, notations.

Upload/download files, photos.

Manage equipment, parts, labor, travel, PO Reqs., notes, tasks, faults, history.

Record labor and travel time.

Sign-off signatures.

Print invoices.

Maps, routes and auto phone dial functions.

Touch-driven for ease-of-use.

Security authentication.

Barcode scanning of items and equipment.

ADVANCED SCHEDULING

Mission Control.

3 pivot views - Outlook Calender, Job List and Timeline.

Fully integrated to back-end accounting and job system.

Live integration with field technicians.

Monitor onsite time recording.

Updating mobile phones or tablets is as simple as drawing an appointment.

Maps, routing, alerts, email and sync to Outlook.

Colour appointments by status, priority, zone, job type, service centre, customer...

Quickly create a new job whilst logging a call.

Find a free tech by time available, skill, work group, or utilization capacity (loading summaries).

Unlimited custom queries.

Print work orders, schedules, routes and maps.

EMPLOYEE PORTAL

Employee access to jobs and quotes via the Internet.

Management and Sales Force views.

Update equipment, parts, labor, PO Reqs., travel, notes, tasks, faults, history.

Sign-off signatures.

Profit analysis.

Access full equipment details.

Print invoices, credits, work orders, quotes.

Upload/Download files, photos.

Full Service Level Agreement support.

Security authentication and permission levels.

Integrates to Sage CRM, including opportunity and case management and work flow tasks.

CUSTOMER PORTAL

Customer Self Service - log job or quote requests.

Access to job or quote progress.

3 tier security – Admin, General, View only.

View maintenance, task and activity schedules.

Equipment history, warranty and life cycle cost.

Service Level Agreement/Contract information.

Online chat functions.

SERVICE CENTERS

Geographic work centres or divisions.

GL account segment override.

Specify stock location defaults.

Separate numbering for all document types - projects, jobs, quotes, templates, agreements, invoices, credits and return authorizations.

Lock an employee to a Service Centre.

REPORT MANAGER

Easily create great looking professional user interfaces for your Crystal Reports.

Supports any Sage 300 program module.

Create finders, pull down boxes, date pickers, check boxes, text edit, system variables - replace restrictive parameters.

Schedule, email and manage all Crystal Reports from a central location.

Create report groups - Service, End of Month, Profit, Balance Sheet, Orders, AR Aging, Admin...

Define user access rights.

Pre run scripts.

Dispatch print methods – printer, email, preview.

Detailed product brochures available.

www.technisoft.com

sage | Development Partner Endorsed

Technisoft

www.technisoft.com

Contact your Sage 300 Solution Provider for further information.

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