



RSATEK

Responsive scheduling and mobile solutions for service companies.

Scheduling made easily

- Create calls (service, warranty, maintenance, installation, etc) and always assign the closest qualified technician.
- View current and future schedule and easily see today, tomorrow and next month's schedule and
- Quickly reschedule jobs with drag and drop dispatch scheduler.
- Easily view all unassigned calls in one area on schedule.
- Automatically alert technicians when a call is re-assigned
- Customize call fields (e.g. Size, Color, Serial #, Tag #, etc)
- View location of all jobs and technicians with Google Maps interface, making route management much more efficient.
- Duration blocks on the scheduler are automatically resized based on job length.
- All calls for next business day are automatically electronically dispatched at a pre-determined time.
- Create pre-defined work order templates for maintenance and repairs.
- Technician can automatically changed status of call while in the field (Received, Arrived, Started, Finished, Completed, Departed) and dispatcher see change on scheduler.

Back Office

Enter data once and access it anywhere, anytime. Whether it's customer equipment, service call history, customer payments or notes, everything is easily viewed when dispatching a call.

- Never duplicate a service call for an existing customer.
- Immediately convert orders to invoices when a service call is completed.
- Automatically add pre-determined charges to every service call (e.g.shop supplies, travel time, environment fee, etc) so they are never forgotten.
- All financial information is automatically updated in real-time (#).
- Drill down and view original transaction documents.
- Scanned documents can be added to customer file.

Improve cash flow and collections

- Dispatcher can view past due accounts and notes placed in customer file, prior to placing a service call.
- Collect any previously unpaid work before dispatching technician.
- Service calls easily configured as cash or terms accounts.
- Accounts placed on credit hold can only be changed by manager.
- Never misplace another un-invoiced work order.
- Invoices are easily emailed to customers.

Mobile Field Service

- View Today's Service Calls
- Send customer email/SMS prior to arrival with photo/message.
- View Previous Service Call History.
- Time tracking.
- Work Order Completion.
- Capture signature and email W/O to Customer.
- Collect Payments in the field

RSATEK IS very affordable starting at only \$99 per month.

- No long term contract, cancel at anytime.
- Easily integrate with other applications, using standard Excel import/exports
- Anytime, secure access to your information anywhere there is an Internet connection
- Lower ownership costs (no work stations upgrades) and all you need a browser.
- Use your existing accounting software or save time and minimizing data entry when you use our fully integrated RSA accounting.

We have a 20 year history of developing software and believe it should:

- Take advantage of new technology
- Be intuitive and easy to use
- Fit into the way your business operates
- Insure that your customers are happy
- Make your employees more efficient

Some features requires a smartphone/tablet with SIM card and a 7" screen (recommended), a SSMHQ or TOMTOM subscription and a payment processor with a Hosted Payment page.

MOBILE READY



Real-time vehicle tracking capabilities.

Orders automatically sent to technician when a new call is scheduled for today.

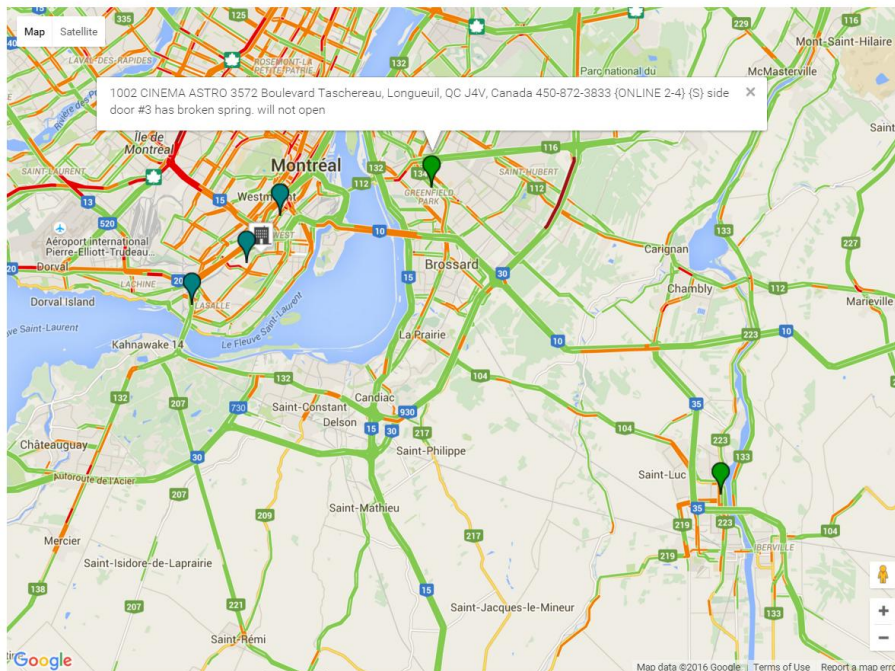
Technicians notified when a call is transferred from one technician to another.

Communicate directly with your technicians via email, SMS or TomTom .

Calls are automatically dispatched for tomorrow at a pre-determined time.

View the status of all calls, automatically updated by technician in the field .

REAL-TIME VEHICLE TRACKING



View all calls and their status (open/closed).

View all technician's current location .

View from All calls, Closed or only Open calls

Click on any marker to see call details.

SERVICE CALL SCHEDULING

Display option: ALL YYYY-MM-DD

	INSTALL (AM)		1st CALL AM		AM	INSTALL (PM)		1ST CALL PM	
Name	SUN JUL 17	MON JUL 18	TUE JUL 19	WED JUL 20	THR JUL 21	FRI JUL 22	SAT JUL 23	SUN JUL 24	MON JUL 25
To Be Scheduled									
MATT 408-391-0528 Repairs Welding	NOT SCHEDULED			1346 950 1351 951			NOT SCHEDULED	NOT SCHEDULED	
[EVCALL_INSTALL] TOMTOM		1353 951 1348 951	1352 951						
CHRIS Repairs	NOT SCHEDULED	1350 951	1345 018	1344 017		1347 15:09-	NOT SCHEDULED	NOT SCHEDULED	
[EVCALL_INSTALL]									

- Drag & Drop a call from one date/ technician to another.
- Book a call today or enter six months from now.
- Search for a call by name, address, telephone number or job description.
- Hover over any call to view all details.
- Right click to change call status or send details to technician or customer .

SERVICE CALL ENTRY

1030 New Customer Search ALL... 411

Service Call Bill To Address Product(s) History

Name: **THE ACME ABC CORP. (RENFREW)** Map LIMIT \$1750 SERVICE CALL

Address: **MILLPRO SERV.CTRE (MIKE SMITH)** Terms: 2 % 10 N Door maintenace

1 INNOVATION DRIVE Balance: BALANCE Problem [0 Characters / 640 max]

ADDRESS #3 Past Due: PAST DUE -- DOOR MAINTENANCE --Check and verify all components. Grease all bearings. Test motor and lube. Check Gaskets and repair if necessary.

City: **RENFREW** State/Province: **ONTARIO** Zip/Postal: **K7V 4A2**

Telephone#1: **613-432-1000** Telephone#2: **TELEPHONE** Mobile: **MOBILE**

Contact: **HARVEY BRANDFORD** **FRENCH** Comments

Email: **roman@rsasoftware.com** NOTES

Reference: **REFERENCE** Service call status: **Open**

Call: **2016-02-10** Time: **18:25**

Duration: **1** Priority: **1**

Schedule

Service Date: **2016-02-10** Time: **18:25**

Appointments: **1st CALL AM** Technician: **None**

Save Service Call

- Search by customer name, address and telephone number. Add if not found.
- Warn if call already scheduled for this customer and view all service call history.
- Click on Map to view job location as well as all technician's current location .
- Customer terms, balance owed, past due amounts are easily viewable.
- One billing address and unlimited job sites and contacts.
- Any new call for today, will automatically be dispatched to the technician .