

STREAMLINING TIME TRACKING FOR FIELD SERVICE TECHNICIANS

**PERHAPS IT'S TIME TO
AUTOMATE YOUR FIELD SERVICE BUSINESS?**



STAY ON TOP OF
EVERYDAY OPERATIONS

COLLABORATE
WITH EASE

INTRODUCE TRANSPARENCY
TO THE FIELD



TIME REGISTRATION DOESN'T HAVE TO BE A DIFFICULT TASK FOR FIELD SERVICE BUSINESSES

How can companies ensure accurate time recording, payroll and invoicing while also ensuring statutory compliance?

Time registration goes beyond just managing payroll; it's about tying hours against work orders and analyzing profitability on projects and service work, enabling corrective measures.

It's essential to ensure accurate time recording, payroll processing, and invoicing for field service technicians, even as they relocate between sites. Utilizing their mobility can enhance the precision of hour tracking for invoicing and payroll while adhering to regulatory requirements.

This dynamic work environment offers opportunities to innovate time tracking methods. By eliminating the need for daily office visits, unnecessary travel time is minimized, and workflow efficiency is improved. For instance, an HVAC technician equipped with a fully-stocked service van can efficiently commence their day by heading directly from home to their initial job site.






Moreover, modernizing timekeeping systems to record work hours and tasks for individual customers is crucial for companies charging hourly labor rates. This modernization ensures thorough and precise billing, thereby augmenting customer satisfaction.

A man in a dark suit and red tie is climbing a thick rope. He is positioned next to a massive, towering stack of papers that reaches the top of the frame. The background is a bright blue sky with soft white clouds. The man is looking up, holding the rope with both hands, and his legs are spread out as he ascends.

ARE YOU STILL USING PEN-AND-PAPER TO TRACK WORK HOURS?

If you are, then you're probably well acquainted with these typical hurdles...

Navigating time with pen and paper introduces significant challenges, such as:

-  Human errors, such as typos, data entry mistakes, misunderstandings, and inaccuracies.
-  Navigating changes and corrections in historical records is a complex challenge.
-  Slow data collection and analysis create ideal conditions for additional mistakes.
-  Lack of system integration results in data transfer errors.
-  Paper documents are susceptible to damage, loss, or destruction in the daily chaos, risking the loss of valuable information.

Escape these pitfalls with digital time registration! Explore the efficiency of automated time tracking with ExpandIT to minimize errors and reclaim precious time.



REVOLUTIONIZE YOUR WORKFORCE EFFICIENCY

Looking to enhance and streamline time and payroll management for your field service workers? ExpandIT simplifies the time capture process during field service visits, automating time entry, guaranteeing billing accuracy, accelerating invoicing, facilitating cost tracking, and offering robust support for compliance reporting.

ExpandIT optimizes administrative procedures, minimizes errors, and improves overall efficiency in managing workforce time and payroll. You can precisely track the time of field service workers during service visits as the system captures precise duration information, ensuring accurate time management. Additionally, ExpandIT allows for the capture of breaks, on-hold statuses, and more.

The Check-In/Check-Out feature significantly optimizes field service, time registration, and payroll processes, leading to increased efficiency in these areas.

Moreover, ExpandIT provides tools to improve payroll data export and integrates seamlessly with Microsoft Power BI through the OData protocol, empowering users with advanced reporting and analytics capabilities.



EASY AND CLEAR WAY TO RECORD WHERE AND WHEN YOU WORK

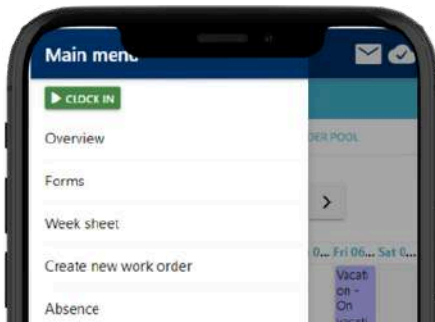
Field service software like ExpandIT offers robust time tracking capabilities tailored to the needs of your mobile field technicians.

Here's how ExpandIT can revolutionize the daily operations of your field service team:

- ✓ **Remote Clock In/Out:** Technicians can clock in from home, record travel time, and clock out directly from their job site. This eliminates unnecessary commutes and maximizes productive hours.
- ✓ **Detailed Time Logs:** ExpandIT allows technicians to register the exact amount of time spent working for each customer. This precise tracking ensures accurate billing and enhances customer satisfaction.
- ✓ **Overview of registrations:** Our user-friendly software provides your field technicians with a clear view of their work hours. With just a few clicks, they can easily access a detailed overview of their registrations, no matter where they are.
- ✓ **Real-Time Monitoring:** Managers can access real-time data on technician whereabouts and job progress. This visibility helps in better scheduling and resource allocation.
- ✓ **Seamless Integration with Payroll Systems** - reducing administrative burden and minimizing errors.



QUICK RUNDOWN OF TIME TRACKING IN EXPANDIT



At the beginning of each day, it's important for your employees to **clock in**. Rather than using a traditional metal time clock at headquarters or pen-and-paper, ExpandIT allows them to punch in from their phone or tablet.

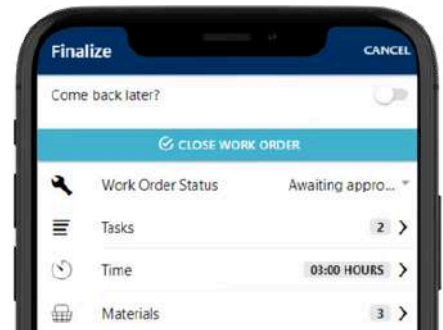
To do so, they simply open ExpandIT on their mobile device and tap "**Clock in**." It's as simple as that, and they're ready to start their workday.



For technicians, this would mean that they will see their schedules on their mobile devices daily, streamlining their workflow and minimizing wasted time with ExpandIT.

Once clocked in, they can begin their tasks, often starting by traveling to their first job.

Updating their work status is straightforward: opening the first job and selecting "**Start Travel**" or "**Start**" triggers the time tracking process.



When the job is **finished** by the field technician, the dispatcher has a complete overview of the progress as well as hours and materials spent, and the invoice can be send immediately.

Attached with the invoice are pictures and forms related to the completed job.

At day's end, technicians **clock out** from their final job site, having completed a full day's work efficiently without detours to the office.

ExpandIT records daily hours, simplifying weekly total calculations for each technician.

Time tracking is crucial for business, aiding in accurate cost estimation, fair compensation, and accurate customer billing. ExpandIT streamlines data collection with seamless integration into Business Central.



7 KEY REASONS WHY CHECK-IN/CHECK-OUT IS THE PERFECT COMPANION FOR FIELD SERVICE MANAGEMENT!



FIELD SERVICE MANAGEMENT

Real-time tracking of field workers' locations and activities offers immediate insights for dispatchers and managers. It facilitates dynamic task assignment, optimizing resource allocation based on the real-time location and availability of field workers.



TIME REGISTRATION

Automate precise time capture for service visits with ExpandIT, recording start and end times accurately. Gain insights into task duration for efficient tracking of time spent on specific tasks. Utilize Check-In/Check-Out data to monitor labor costs effectively, supporting financial planning and reporting with precise time information. Additionally, technicians can clock in from home, record travel time, and clock out directly from their job site, eliminating unnecessary commutes and maximizing productivity.



PAYROLL

ExpandIT streamlines work hour recording during service visits, reducing errors for accurate payroll calculations. Check-In/Check-Out precisely captures task start and end times, enabling efficient labor cost tracking for streamlined payroll processing. No need for additional time tracking or clock in / clock out processes or paper for tracking hours.



INVOICING & BILLING

In ExpandIT, efficient invoicing is achieved through automated time entry and task completion updates, expediting the invoicing process for timely and accurate billing. The system provides precise time data, reducing discrepancies and enhancing overall accuracy in invoicing.



COMPLIANCE REPORTING

ExpandIT includes detailed records of service visits, materials, forms, covering start/finish times, task durations, and completion times to guarantee transparency and compliance with labor regulations.



CUSTOMER COMMUNICATION

Customer communication is streamlined with real-time updates in ExpandIT, allowing field workers to instantly share information about their status and task completion. This feature enhances customer satisfaction by providing transparency on arrival and completion times during service visits.



EFFICIENCY & PRODUCTIVITY

Boost efficiency by streamlining processes in time registration, payroll, and invoicing. ExpandIT optimizes task assignment and resource allocation, minimizing downtime and enhancing workforce productivity.





THE KEY TAKE AWAY

Investing in field service software like ExpandIT enhances business efficiency and profitability by simplifying time tracking and allowing technicians to focus on service quality.

Benefits of time registration for field service technicians include:

- ✓ **Efficiency Improvement:** Identifies inefficiencies & streamlines processes.
- ✓ **Resource Allocation:** Ensures effective deployment of technicians.
- ✓ **Cost Control:** Helps control labor costs & reduce overtime.
- ✓ **Accurate Billing:** Ensures precise billing, reducing disputes & improving cash flow.
- ✓ **Performance Evaluation:** Facilitates performance assessment & recognition.
- ✓ **Compliance Adherence:** Ensures compliance with labor laws & regulations.
- ✓ **Customer Satisfaction:** Leads to timely service delivery & higher customer satisfaction.
- ✓ **Data-Driven Decision Making:** Provides insights for strategic decision-making.

Overall, time registration empowers organizations to operate efficiently, deliver better service, and achieve greater success.



EFFICIENT TRACKING OF TIME, MATERIALS, AND RESOURCES

Time is money! A comprehensive field service solution can be a game-changer for resource planners, offering real-time updates directly from the field. This advanced technology enables immediate visualization of key resource allocation parameters, including job completion status, estimated travel time, sickness, holidays, geo-position, and more.

One of the standout features of ExpandIT is the ability to receive real-time updates. Resource planners can see the exact status of each job as it progresses. Is a job completed ahead of schedule? Is there a delay due to traffic or unforeseen circumstances? With real-time data, planners can make informed decisions on the fly, ensuring optimal resource allocation.

Tracking resources is as important as allocating them. A comprehensive field service solution allows resource planners to monitor time, materials, and other resources efficiently. This not only helps in managing costs but also ensures that field operatives have everything they need to complete their tasks successfully.



END-TO-END SERVICE FLOW

BUSINESS CENTRAL AND EXPANDIT PROVIDE A SEAMLESS CUSTOMER JOURNEY

With a **simple 6-week onboarding process**, you can streamline everything from service requests and resource allocation to work instructions, first-time-fix solutions, compliance management, invoicing, payroll input, and follow-up using a single, up-to-date cloud solution. ExpandIT is available on Microsoft AppSource and integrates seamlessly with Microsoft Dynamics 365 Business Central and Microsoft Dynamics NAV.

Planning & resource allocation

Request service

Execution

Invoicing

Service portal

