Advanced Service Director 3.0
Product Brief

Advanced Service Director is flexible, scalable, modular and designed to adapt and grow with your evolving business needs. It provides the very highest levels of operational and management control for service organisations with between 15 and 100+ engineers. The latest release adds to the existing product capabilities to enhance the levels of customer service you provide to clients.

The release of Advanced Service Director 3.0 includes enhancements to the following functionality:

> New web portal

> Monitoring module

> Customer workspace

> Access to mobile data

> New mapping module

> Create your own mobile forms

> Improved browser navigation

New web portal
We want our software to be as easy to use as possible, so we've updated the web portal with a modern look and feel which is fully theme managed. We have enhanced the technology in the portal (using JSON/AngularJS/HTML5) to make the portal as intuitive as possible.

It is now completely mobile-ready to ensure staff can work efficiently and effectively on the move.

Monitoring Module
We understanding that closely monitoring your field service activity is key to ensuring customers are satisfied, and this is enhanced through the monitoring of Key Performance Indicators (KPIs) which enables you to understand and asses the success of your field teams. Updated user definable monitors means you can drill down into the details of any records, and react to KPI issues before they arise.

Customer Workspace
You can now easily access booked calls, job quotes, contracts and invoices in one area. All customer history and details are available in one space. Graphical information gives you a simplified understanding of your customers, and increased visibility of costs based on call costs and contracts. You can also gain quick access to customer related tasks – creating calls, preparing invoices etc.

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Access to mobile data
Improved mobile management means you can monitor calls through mobile devices, giving you a greater understanding of calls and jobs, wherever you or your engineers might be.

New mapping module
Our technology has been updated with a mapping module, enabling you to see engineers' schedules and plan routes based on the nearest engineers. You can easily view high priority jobs and find the closest engineers, scheduling calls through this capability. Your field services become more efficient through enhanced visibility of your engineers, meaning you provide better client service.

Create your own mobile forms

The addition of user definable mobile forms within this release means you have the flexibility to get specifically what you want out of the product. You can design and activate the forms you need at any time, with the option to export from one database and import into another. In future releases these forms will also be accessible from within forms to simplify data correction.

Improved browser navigation
We've enhanced the result grids available within the browser forms so you can easily filter and group details in the system. The new drag and drop functionality within the software allows for easier navigation of the system, combined with the ability to fully customise groups and filters.

Find out more
To read about the updates available in more detail please take a look at the full release notes.

How to upgrade
If you would like to upgrade to 3.0 please contact your Account Manager or speak to our Support team.

What's next?
We're committed to working with you to ensure your software meets your needs, now and in the future.

We want your feedback to shape the future of our products. That's why we would like as many customers as possible present at our user groups, so you can help define the future of our offering. Look out for the invitation to the next user group from your Account Manager.

More information

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