



## @Road Integrator

Improve the productivity of your mobile resources by combining work order and location information through @Road Integrator, a Service Management add-on module.

@Road Integrator uses the newest technology to share the work order information in your Service Management software with @Road, the industry's leading mobile resource management system. Integrating your Sage Timberline Office software with the @Road LocationSmart application, and optional GPS capabilities, allows your dispatchers to visualize the entire workflow and identify the most efficient deployments for mobile resources.

@Road Integrator makes it easy to monitor the locations of all technicians and vehicles, and simultaneously view a graphic display of open and future work orders. Unified information from the field and dispatch system gives you proactive control of schedules, better management of technician time, and enables informed decisions about how to use your mobile resources most effectively.

### @Road Integrator Features

- Get maximum efficiency from your dispatch system by automatically integrating key data contained in Service Management (e.g., locations, drivers, assigned jobs, unassigned jobs) with location information shown on the @Road online map.
- Track and verify the locations of your service vehicles, technicians and materials runners, with optional @Road GPS capabilities and Web-based mapping.
- Simultaneously monitoring the locations of technicians and work orders allows dispatchers to assign technicians based on proximity, resulting in the best use of each technician's time.
- Let your customers know exactly when to expect technicians, using dispatch time stamps and @Road optional GPS-mapping capabilities.

### Service Management Features

- Make full use of mobile work order capabilities.
- Add to the overall utility of your Service Management software, and maximize your

prior software investments, with this add-on module.

- Gain efficiency by exchanging critical Service Management data with the @Road system, including: service call status, scheduled times, assigned technicians, and service types.
- Display multiple dispatch boards simultaneously with up to 480 service calls and 48 technicians on each.
- Eliminate redundancy and potential errors by entering information only once, in your Service Management system.
- View and sort work orders based on locations, priority, service type, or by estimated start and finish times.
- Monitor technician availability, workload, and scheduling conflicts through the dispatch board visual display.
- Use the dispatch board for easy drill-down access to all data linked to specific service calls.

**@Road Integrator** is part of Sage Timberline Office, fully integrated software created to streamline work and connect the people you depend on to build your business.



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