Managing a field service operation requires you to keep an eye on dozens of moving parts at the same time. You have to create and update schedules, assign and manage mobile workers and ensure your planned work is being completed effectively so that customers are getting the best possible service. With field-based work becoming increasingly complex and time-sensitive, it’s easy to let the unpredictable dynamics of a typical work day derail your service operation.

Trimble FieldMaster Technician is a mobile application that empowers mobile workers with advanced collaboration tools and the ability to access and update information in real-time for improved effectiveness while in the field.

FieldMaster Technician is part of the FieldMaster suite of mobile apps that drive improved visibility and information sharing between the field and the back office to enable a more dynamic field operation.

FieldMaster Technician helps workers to safely get to the right place at the right time with the information they need to do their job correctly the first time. The result is improved service and happier customers.

**KEY FEATURES**
- Instantly receive and review dispatched work and previous job history
- See crew members and required equipment for upcoming tasks
- Attach photos, forms and signatures on site
- Create and account for new or additional jobs
- Locate nearby co-workers or find nearest depot/warehouse
- View workers’ location using their mobile device
- Find the fastest route and navigate to key locations using maps and turn-by-turn directions
- View driving performance with safety scorecards
- Ability for workers to assign themselves to specific vehicles

**KEY BENEFITS**
- Empowers mobile workers with all the information they need at the touch of a button
- Provides ease of collaboration and communication between mobile workers and the back office
- Ensures compliance of work performed
- Allows workers to better manage their field time
- Increases mobile worker productivity and effectiveness
- Improves first time fix rates through improved job knowledge
- Protects revenue by documenting add-on jobs
- Mitigates risk by providing driving performance
- Quickly know which worker is driving which vehicle

LEARN MORE
www.trimble.com/fsm
Running a field service operation means that satisfied customers and delivering service excellence are essential to success – and field technicians are key to achieving it. Getting the job done right the first time, every time, can be a challenge if technicians lack the right tools, parts or knowledge.

Mobility is playing an ever bigger part in field service as the ability to share, store and view information while out in the field offers a virtual link to the back office that helps inform and empower mobile workers.

With FieldMaster Technician, mobile workers can view information such as the previous work history of jobs, upcoming work details and can even view the location of co-workers if they need help while on site. In addition, mobile workers can capture and store information about the jobs they are working on and get the customers’ sign off on their mobile device.

FieldMaster Technician also allows mobile workers to view and accept or refuse tasks throughout the work day.

FieldMaster Technician allows mobile workers to view their co-workers in a list or turn the device to view key locations. The safety scorecard provides visibility into driving performance.

My Timesheet and Activities section allows technicians to update their status throughout the work day.

For more information about FieldMaster Technician, please contact your account manager or sales representative, send an email to fsminfo@trimble.com or visit www.trimble.com/fsm.

LEARN MORE

MAKE BETTER DECISIONS FASTER AND INCREASE TECHNICIAN PRODUCTIVITY

90%* of operations directors say that boosting workforce productivity is a main goal.

69%* of field service organizations said they were providing technology to help manage jobs more effectively.

COMMUNICATION AND COLLABORATION LEAD TO A CUSTOMER-CENTRIC CULTURE

FieldMaster Technician also allows mobile workers to review scheduled tasks and accept or reject them based on their knowledge and timetable. When they accept a task, the application’s navigation tool can help them find the most efficient route, which reduces fuel consumption and travel time. It also allows technicians to view customer details so they can call the customer to confirm that someone will be at site when they arrive and to provide an estimated time of arrival.

In addition, technicians can notify co-workers about their schedule, including breaks, refueling and site changes, request assistance in the event of a breakdown and view individual and team driver safety performance.

FieldMaster Technician is easy to use and fully integrated with Trimble Fleet Management and Work Management solutions, making it the fastest way to empower your technicians, increase your company’s efficiency and ensure you meet commitments to your customers each and every time.

CONTACT US

TRIMBLE (Americas)
888 Tasman Drive
Milpitas, CA 95035
Tel: 1-877-728-7623

TRIMBLE (EMEA)
1 Bath Street
Ipswich, Suffolk
IP2 8SD, United Kingdom
Tel: +44 (0) 1473 696300

TRIMBLE (APAC)
Unit 1, 3 Chilvers Rd
Thornleigh NSW 2120 Australia
Phone: +61 (2) 8405 6730

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