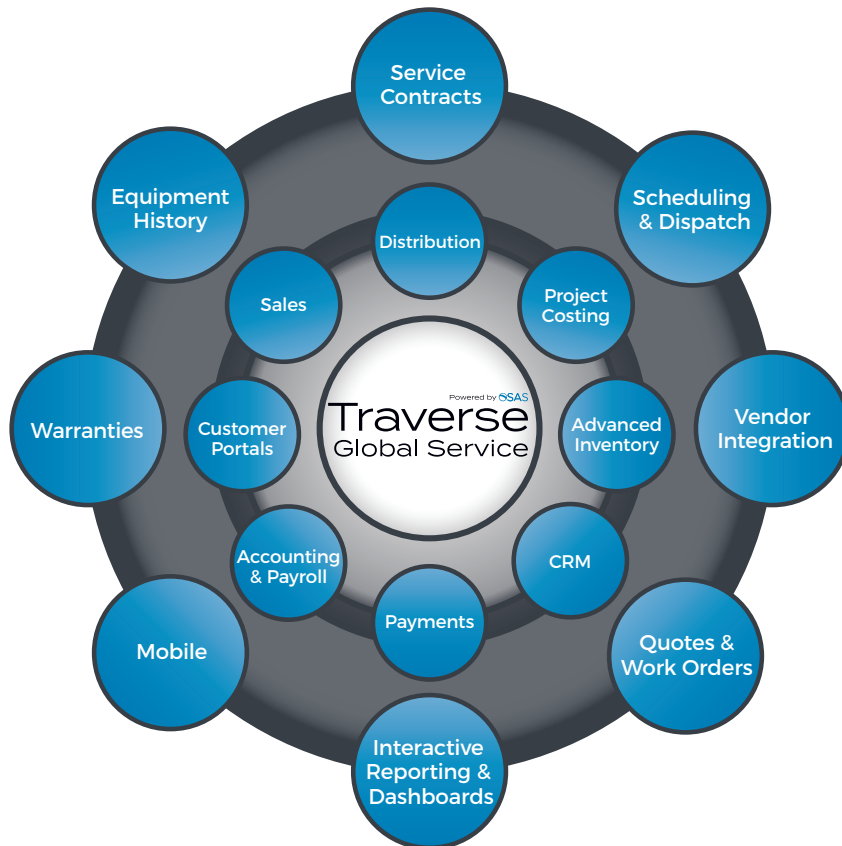


# Traverse Global Service

## Integrate All Facets of Your Company Into One ERP Service Solution

Traverse Global Service is a full-featured, all-in-one integrated service, mobile, and back-office ERP system that is easy to use and can be personalized to meet your unique needs.



### Service Features you expect

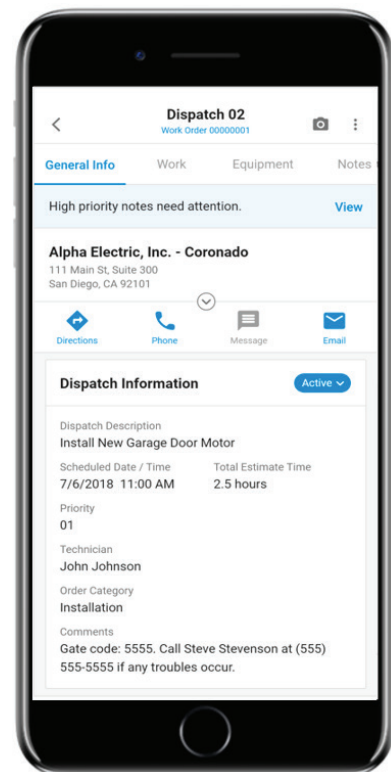
- Service / Installation Quoting
- Work Order Management
- Dispatch and Scheduling
- Mobile Technician
- Quality, Installation, and Service checklists
- Service Forms, Pictures, and Notes

### Dispatch Console

Everything you need to manage work orders, dispatch technicians, and provide top-notch service to your customers—all from one location.

### Mobile Functionality

Information technicians can use to get to their appointments, communicate with customers, and update back-office information. Simple to use, yet full of features technicians need to make their job easier.



## Traverse Global Service benefits

- Enter or update work orders as calls come in.
- Maintain parts lists, knowledge base articles, and service history.
- Use Interactive Views to generate flexible, comprehensive reports.
- Drill down into information to see orders, documents, transactions, and other principal data.
- Create new work orders in a variety of convenient ways.
- Create user-defined equipment types, and define multiple warranty periods and service intervals.
- Identify requests covered under warranty and automatically adjust billings accordingly.
- Bill third-parties such as manufacturers or insurance companies.
- Track the movement of equipment from one customer site to another, or back to your stock, all while maintaining equipment history.
- Bill dispatches individually, or combine multiple dispatches for a work order onto a single billing.
- View scheduled work orders in a calendar format, and drill down into details.
- Access street maps of customer sites with a single button using web-based mapping integration.
- Dispatch technicians by service zone.
- Automatically total parts and labor costs against a work order or service order with cost tracking.
- Track customer contracts with the ability to assign work orders to a contract.
- Customize your work order and service forms.
- Take advantage of full integration to Accounts Receivable, General Ledger, Inventory, Project Costing, and more.

## Traverse Global Service Views and Reports

Calendar View

Scheduled Technician View

Scheduled Dispatches

Unscheduled Dispatches

Equipment History View

Profitability

Productivity

Order History

Work Orders

Work Order Worksheet

Service Orders

Service Order Worksheet