

Remote engineer



About Service Accent Remote engineer

With Service Accent Remote engineer, your engineers/technicians can view their open jobs and their job history, complete job details in real-time, use and request parts, view and interrogate stock locations, view customer contracts and even log new jobs.

Service Accent Remote engineer is ideal for situations where engineers are based at a location (including their home) that is remote from the point of service control. It is also an alternative to the Service Accent Wireless module where it is appropriate for engineers to be working with a laptop or tablet rather than a smartphone.

Immediate benefits

By eliminating the need for paper jobs sheets Service Accent Remote engineer offers the following tangible, measurable benefits:

- **Instant invoicing** your field staff enter data directly into Service Accent; invoices can be produced instantly - no waiting days or weeks for the job sheet to come back to the office
- **Accurate invoicing** no need to decipher engineers handwriting, no 'guessing' at what parts were used or which parts have been requested
- **Improved stock control** parts used and parts requested are entered and updated in real-time, both main stock and van/car stocks are accurate to the minute
- **Improved first time fix rate** reduces costs and increases profits because engineers can access machine service history, they can see if this fault has been reported before and what was done to fit it
- **Empower your engineers** giving engineers control of their workload is proven to improve morale, increase performance, reduce errors and increase margins

Quick facts

How it works

Service Accent Remote Access is a software solution that allows remote users (i.e., your customers and/or engineers) to access relevant functionality of Service Accent via a web browser (e.g., Microsoft Internet Explorer) remotely. This is achieved by using the internet as a transport medium and requires the use of a special server (an Internet or Web server) on the same network as the Service Accent database.

Service Accent Remote Access runs on your internal network and communicates with your web server.

Your engineers will need access to the internet to use this solution, so to use it in the field via laptops or tablets, they require either an LTE/3G/HSDPA/GPRS card in the laptop or they can connect to their smartphone to use the phones internet connection.

Trying it yourself

If you want to try Service Accent Remote Solutions for yourself, please go to:

<http://remote-solutions.net>

You can also try Service Accent Mobile, the 'lite' version of Service Accent Remote engineer optimised specifically for smartphone devices by going to:

<http://serviceaccent.mobi>

Job No	Date In	Completed
20	02/12/2004 17:06	02/12/2004 14:05
21	07/11/2004 11:04	02/12/2004 09:39
22	15/11/2004 11:09	02/12/2004 10:09
23	11/02/2005 16:45	02/06/2005 10:08
24	10/04/2006 16:30	30/05/2006 12:08
25	21/11/2006 16:08	02/01/2007 04:08
26	04/07/2007 17:07	31/07/2007 12:09
27	02/05/2008 17:00	06/02/2009 17:11