

More Than Just a Tool — A Solution

In today's fast-paced world, efficiency and connectivity are paramount. Chase offers an all-in-one field service management solution designed to empower your team, delight your customers, and streamline your operations. From work order management to advanced analytics, our platform integrates crucial tools in one user-friendly interface, ensuring you can manage every aspect of your field services with precision and ease.

Work Order Management

- Creation, assignment, scheduling, and tracking of work orders.
- Real-time updates and status notifications.

Scheduling, Escalation, & Dispatch

- Automated scheduling tools to optimize the dispatch of technicians and resources.
- Escalation of work needed based on predefined work processes.
- GPS tracking and mapping integrations for route optimization.

Customer Management

- Centralized database for customer information, including service history and contact details.
- Manage your contracts, warranties, and service plans.

Mobile Accessibility

- Mobile application that allows field workers to download, access, do all work off the application, and update data in real-time.
- Offline capabilities to ensure functionality without internet access.

Inventory Management

- Tracking of parts and supplies in real-time.
- Management of stock levels, order history, and procurement.

Compliance and Regulations

- Ensure compliance with industry-specific regulations customised for the clients specific needs.
- Full record-keeping of any and all work that is done for audits and regulatory reviews – pulling up reports by the click of the button.

Reporting and Analytics

- Customizable reports on performance metrics such as service times, and completion rates.
- Dashboards for real-time business intelligence and operational insights.

Communication Tools

- Built-in messaging systems for real-time communication between dispatchers and field technicians.
- With task and response management.
- Tools for customer notifications and updates.

Documentation and Knowledge Base

- Access to manuals, procedure guides, and troubleshooting documentation.
- Capability to upload and share important documents.

Safety Management

- Access to safety documentation and compliance checklists.
- Incident reporting and resolution tracking.
- Full incident management system

Asset Management

- Toolkit to manage the lifecycle of equipment and assets.
- Scheduling of preventive maintenance, reactive maintenance and tracking of service histories.
- Management of Servicing of Assets at any location.

Integration Capabilities

- Ability to integrate with other enterprise systems such as CRM, ERP, and HR software.
- APIs already developed for custom integrations to suit specific business needs.

Technician Management

- Profiles for each technician, including certifications, skills, history of work done, location tracking, and availability.
- Performance tracking and management.
- Full people management solution to assist in HR needs.

Quality Assurance

- Features for customer feedback and quality control inspections.
- Mechanisms to ensure service standards are met through recording of every piece of work done – auditable!

Project Management

- Management of larger scale installations and maintenance projects through works orders and project management toolkit.
- Including features for planning, executing, and monitoring project progress – full work process.



Learn how to optimise your investment with Chase
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