

# Mobile Service and Repair Processing via AIF

Optimization of your Field-Service-Processes  
with interactive PDF-Forms

## Starting Position

Paper forms are an integral part of numerous field-service-processes. However, their manual entry is error-prone and time consuming. Moreover, they quickly get outdated and have to be updated. And keep in mind – in most of the cases with this approach the orders and calculations are created with a delay. That is why the receipt of payment usually comes several weeks later, leading to serious implications for the liquidity situation.

## Mobile Service and Repair Processing via AIF by abilis

With interactive PDF-forms you can document the field-service-processes easily, quickly, and error-free. Extensive plausibility checks, calculation formulas and calculations create considerable added value of the service processing. Your service technician gains access to the pre-filled service orders via laptop or mobile device and then creates the PDF-documents. In the end, the clients confirm the services by signature on the signature pad. The confirmed information will be then sent to you company via e-mail. There it can automatically be invoiced or archived. The digital documents are the equal of the previous ones. They can be used for other requirements along with the Field-Service-Processes and can be sent out directly from SAP.

Thanks to the automatic data transfer, the time-consuming and rather costly data transfer from paper forms in the SAP application is avoided. There are no transfer errors, while the data quality is improved. With the Mobile Service and Repair Processing by abilis

## Your Benefits

- ☑ Immediate invoicing following the service visit and therefore, increase of liquidity
- ☑ Simple service processing – simple and effective processes for mobile service management

- ☑ Satisfied clients thanks to the quick feedback
- ☑ Full flexibility and always comprehensive information thanks to the access to SAP data within the service processing
- ☑ Reduced error rate thanks to the automatic transfer of feedback data in SAP
- ☑ Online and offline form management
- ☑ Maintaining trusted processes so that higher employee acceptance can be achieved
- ☑ Creating forms in the look-and-feel of their paper predecessors
- ☑ Simple, intuitive operation – reduced training expenditure
- ☑ Extensive plausibility checks
- ☑ Automatic transfer of SAP data, e.g. client data

## Any questions?

Do not hesitate to contact us!

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We are looking forward to hearing from you!