



**mazeppa**  
CONSULTING

mazeppa.no



## MAZEPPA MOBILE SERVICE

**By streamlining the field service and maintenance process, you eliminate paperwork, communication delays and unbilled time, resulting in improved productivity, service profitability and customer satisfaction.**

**Service Engineer productivity** is dependent on timely, accurate, and relevant information. Mazeppa Mobile gives the service engineer online and offline access to all the information they need, including activities, documents, materials, installation configuration and history.

**Service Department productivity** relies on timely and accurate engineer information directly from the field. Increased service department productivity leads to enhanced custom satisfaction.

Mazeppa Mobile puts the engineers in control of data collection. They record materials used, labour hours and expenses, notes signatures and produce reports. This is then synchronised directly with the backend ERP system which eliminates errors caused by intermediate processes (misunderstanding, mistyping, lost messages) and shortens the time from service to billing.

Mazeppa Mobile is 100% **native Android** (rather than a packaged web app). It takes advantage of all the device's features, GPS, (pen if available), Camera, Maps, directions, phone, SMS etc. It looks, feels, and behaves like other native Android application.

### Benefit for the user

- Improved customer satisfaction
- Easy access to configuration related information
- Work offline
- Easy to find service location by using maps and route guidance

### Benefits for the business

- Ability to monitor each service job's progress real-time against customer commitments
- Reduce administration costs and improve data integrity
- Reduced time to invoice
- Improved field productivity
- Faster access to critical information for informed decision making

# KEY FEATURES

## ERP Integration

Mazeppa Mobile service is tightly integrated with Infor ERP LN and works with all Baan IV, V and LN versions.

## Mode

Works with both online /offline mode, you can also decide mode per business transaction.

## Task Execution

Helps Service Engineers to view assignment planned, register time spent, material used and cost involved during the service process. Generate check lists, job report, comments and getting signature from the customer.

## Attachments

Add attachments, also using the phone camera, annotations e.g. job sheet can be stored as an attachment and synchronized once the service process is finished.

## Native Android

Since the application is built on the native Android operating platform, Mobile Service takes advantage of native device controls and features like Google Maps, GPS, signature capture and camera functions.

## Multilingual

Multi Language including non-western languages e.g. Arabic, Chinese.

## Synchronization

Simple synchronization process with ERP LN

- Synchronise assignments/documents from/to ERP LN
- Realtime (synchronous) fault-tolerant synchronisation, errors and **feedback direct to the engineer** (as opposed to an asynchronous workflow system)

## Modifications

Easy to modify on the front end, including

- Scripting Android client
- Report layouts
- Additional functionality on the Android client and Infor backend

## Implementation

Short Project duration, Rapid installation of the Infor backend and Android client.

## Contact us for more information

Tanweer Ahmed

[tanweer.ahmed@mazeppa.no](mailto:tanweer.ahmed@mazeppa.no)

+ 47 415 81 443