Technisoft® ABN:80 010 730 688 Pty Ltd

Service Manager®

Advanced Scheduling

Technisoft's® powerful scheduling software re-defines the expression, "control freak".

Try not to get hung-up on the word, 'Scheduling'. Although this software greatly enhances scheduling, it's more about 'Advanced'. If you're already running this app, you know what we're talking about. If you're running Technisoft's Service Manager® and thinking of adding it, fasten your seat-belt and read on.

Advanced Scheduling is the result of a collaborative effort. Field engineers gave us feed-back, Dispatch Managers described what they needed, and CFOs weighed in. We took it all onboard before we went to work. Nothing was assumed.

Technisoft® developers have a proven track-record of creating what you need, giving you what isn't currently available and taking a leadership role in a highly competitive industry. So what makes Advanced Scheduling different?

3 Pivot views to meet everyone's needs.

Integrates to back-end accounting.
Accountants; we hear you.

Integrates to Field Mobile Devices.
Draw an entry and it appears on iPhone / Android / Blackberry – any phone with browser support. Also appears on iPad and Android tabs.

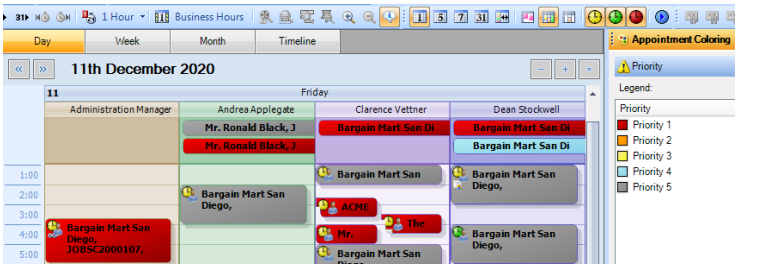
Sync to Outlook. This isn't entirely unique to Advanced Scheduler, but it's a feature we think all similar software should have.

Customise Advanced Scheduling for client-specific requirements. Take the keys. You drive.

Advanced filtering of appointments using numerous criteria. Managing plant and people isn't always predictive. This feature is for taking control when the unexpected happens, when on-the-fly decisions are based on current, critical information. When there's no margin for error.

And it's with those situations in mind that we've designed interfaces that are easy to learn, easy to use. From the field to Command Control and up to the 25th floor of HQ, Advanced Scheduling empowers everyone to the appropriate degree.

Advanced Scheduling enables service management staff to monitor workloads for employees, equipment and sub-contractor resources via a single integrated ***Control Centre*** for your business.



We take a nuts-and-bolts approach to running our own business. And underpinning that is our ability to control our own business-destiny. That's the spirit in which we developed this exceptionally powerful app. We don't think we're alone in this thinking.

Welcome to ***Advanced Scheduling!***

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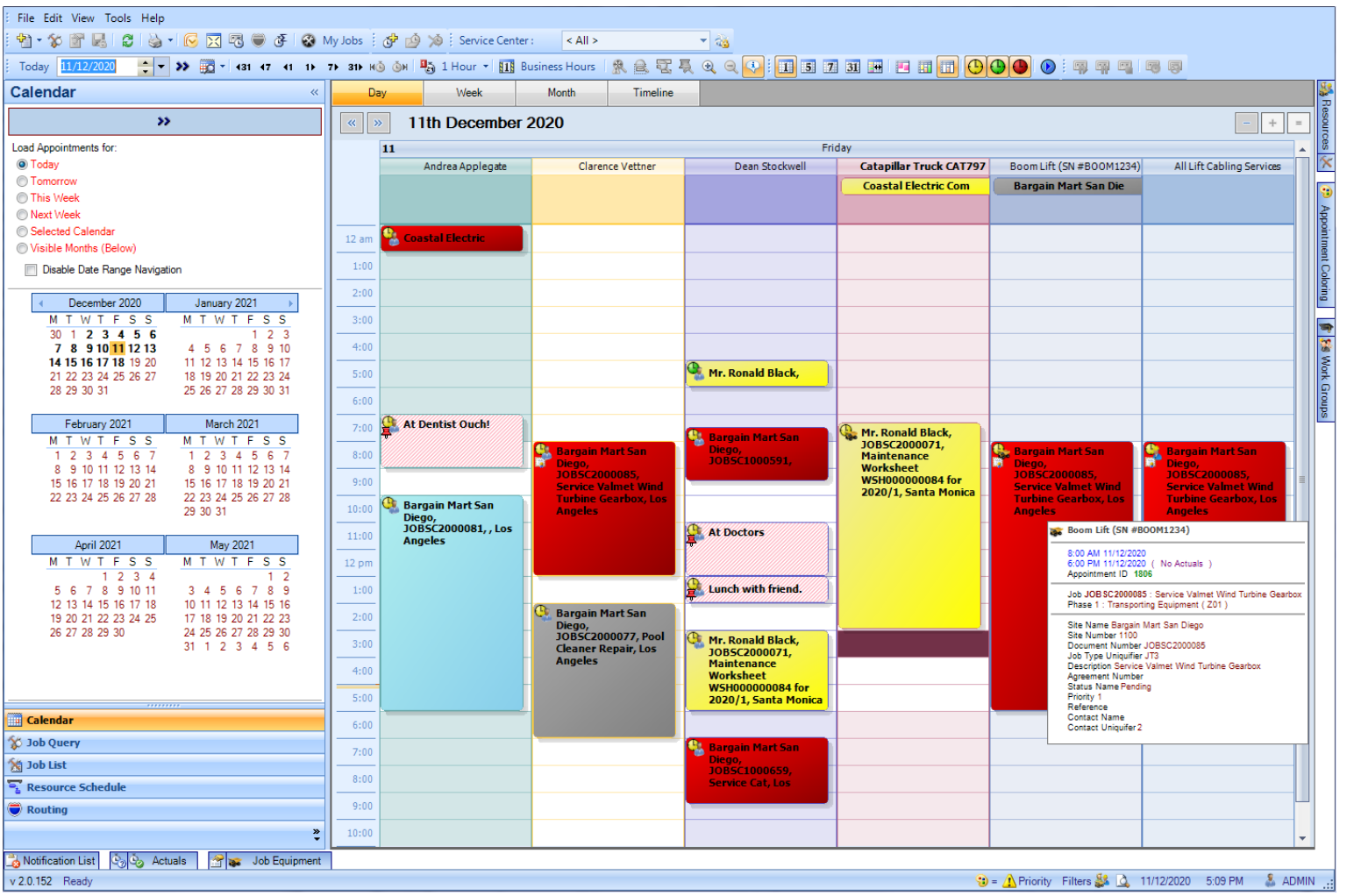
⬧Plan ⬧Forecast ⬧Organize⬧Schedule

Monitor the progress of jobs as engineers or technicians complete work, change the status of the job, book time to the job, write notes or complete tasks and activities.

· Book Appointments, Enter Actual Time
· Manage Conflicts, Reschedule Resources
· Find people with the right Skills
· Update Field Staff with changes
· Check incomplete work
· Sync to Outlook Calendar
· Print Schedules, Work Orders, Maps
· Manage Preventative Maintenance Jobs
· Send Email Alerts
· Reserve or Book Internal Equipment
· Route Plan job schedules
· Manage Work Groups / Service Centres

Instantly change between multiple Pivot views to manage Jobs and Resources.

Calendar View displays the selected day, week, or month in a familiar Outlook style presentation. Add new appointments, reschedule or reassign existing appointments without creating conflicts. Use the Recorder to Record time on site.



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Job List View allows you to display and sort jobs in a list view using various filters or queries.

Simultaneously display the properties of the Jobs, Phases and Assigned Resources in a Gantt style view.

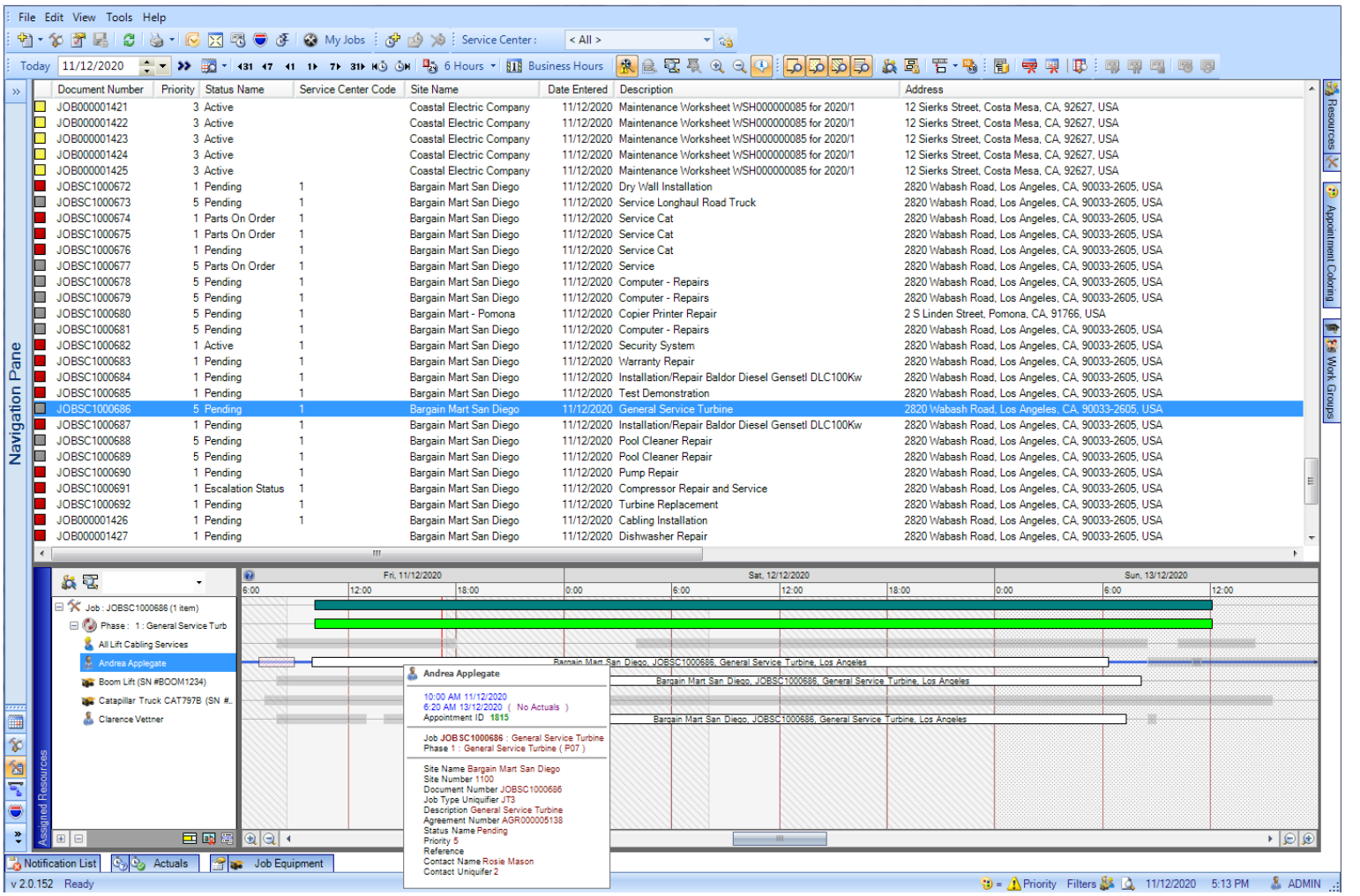
Find and assign available Resources to Jobs using drag and drop functionality.

Click a column to sort data. Move a column or add a new column from the database as required.

Pin information away when not required to maximise screen viewing area.

Connect and Manage People, Equipment and Sub-contractors!

Full Multi-user Support means that when a change is made by one person, it is reflected on everyone's screens.



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Resource Schedule View displays Resources in a Timeline view allowing, easy booking and rescheduling of those resources.

Create new appointments or edit and/or re-assign existing entries by dragging them around the screen.

View actual time versus estimate time to gauge response turnaround time.

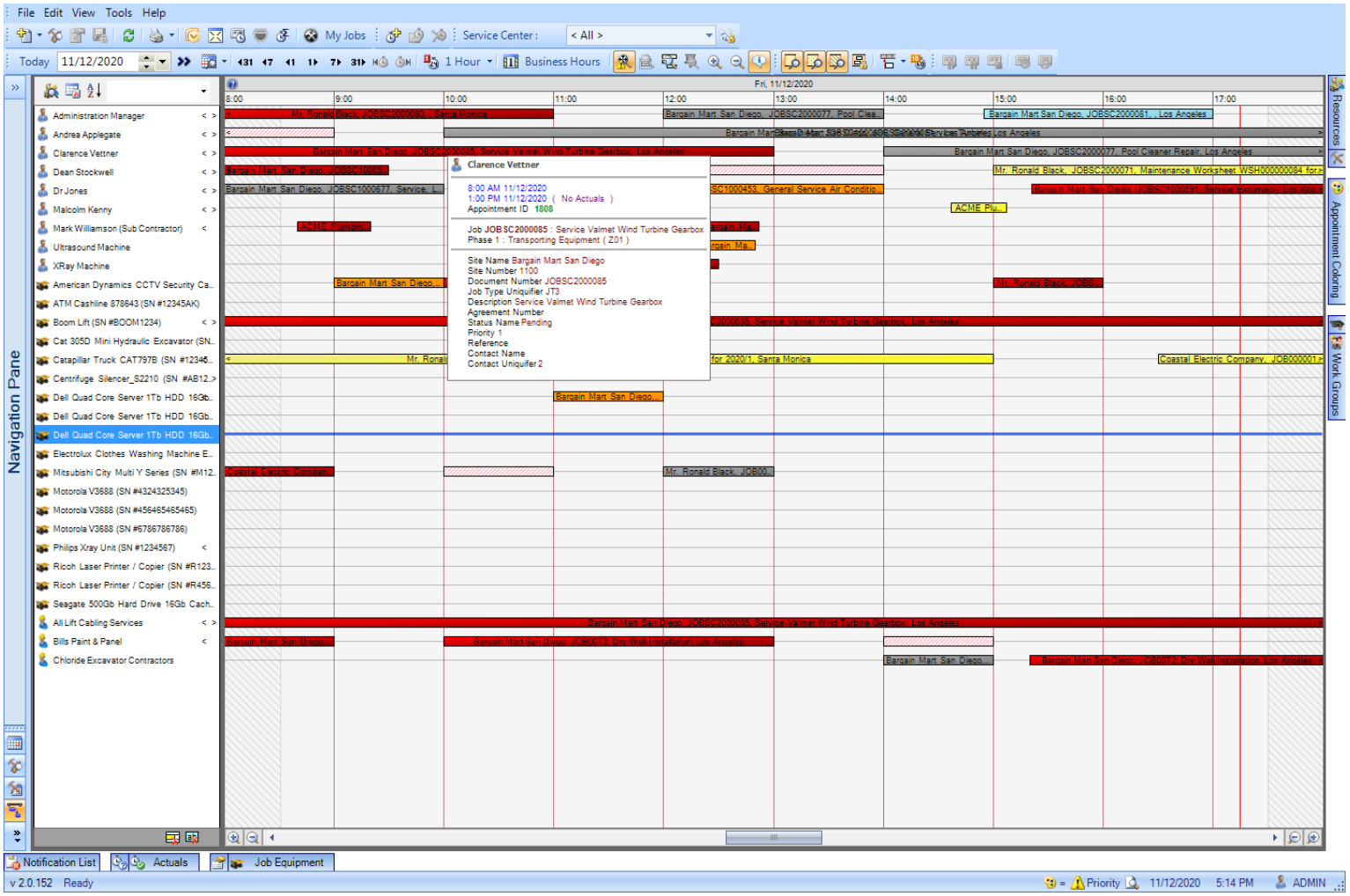
Write unlimited notes describing work performed or other related information.

Allocate time to a specific labour or travel service and bill your customer.

There is a Pivot view for everyone's needs!

Common characteristics across Views

- Create, edit, or reschedule appointments
- Find and book available resources by time, skills or area
- Check Equipment details and history
- Check Agreement properties
- Colour Appointments using different filters
- View or Print Maps and Directions
- Sync to Outlook
- View information by Service Centre
- My Jobs only view (security setting)
- Drill in to view full Job details
- Zoom to different time scales
- Hover over an Appointment to view summary details about the Job
- Hover over a resource to view details about that resource.



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Job Query provides almost limitless ways to find information about jobs.

Search for jobs with pending PO's.

Search for jobs with no assignments so that employees can be scheduled.

Find overdue jobs or jobs that are late starting.

Display jobs of a particular type only. e.g. Maintenance Jobs as opposed to Do and Charge Add hoc Jobs.

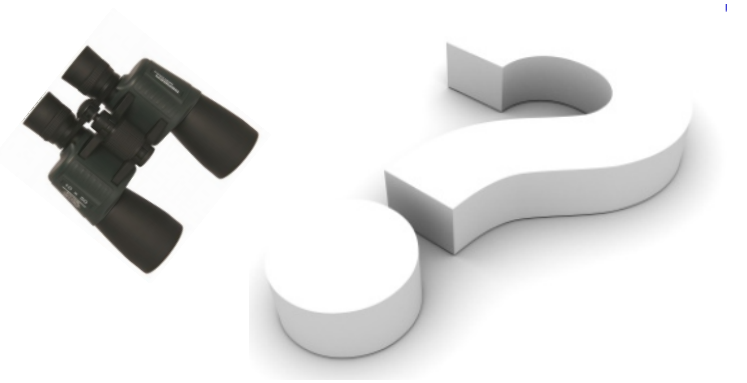
Display jobs over budget.

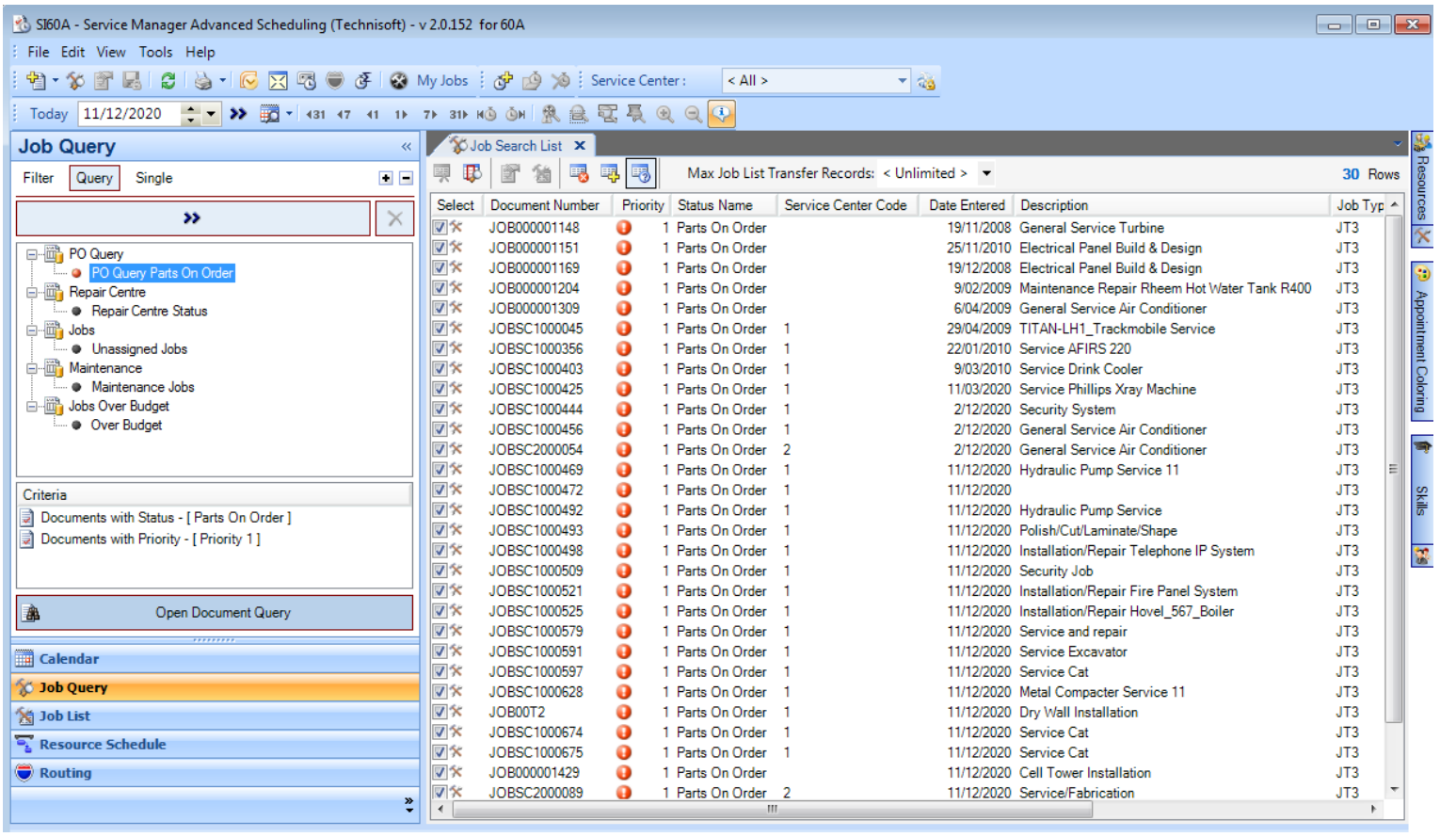
Find jobs for a particular person, with a particular status and priority.

Find a single job or filter by Date Range, Status, or Priority.

Once a query has returned results it is auto loaded into the Job List view to enable quick management of the resultant jobs.

Create hundreds of individual queries and save them so they can be quickly used and reused many times.





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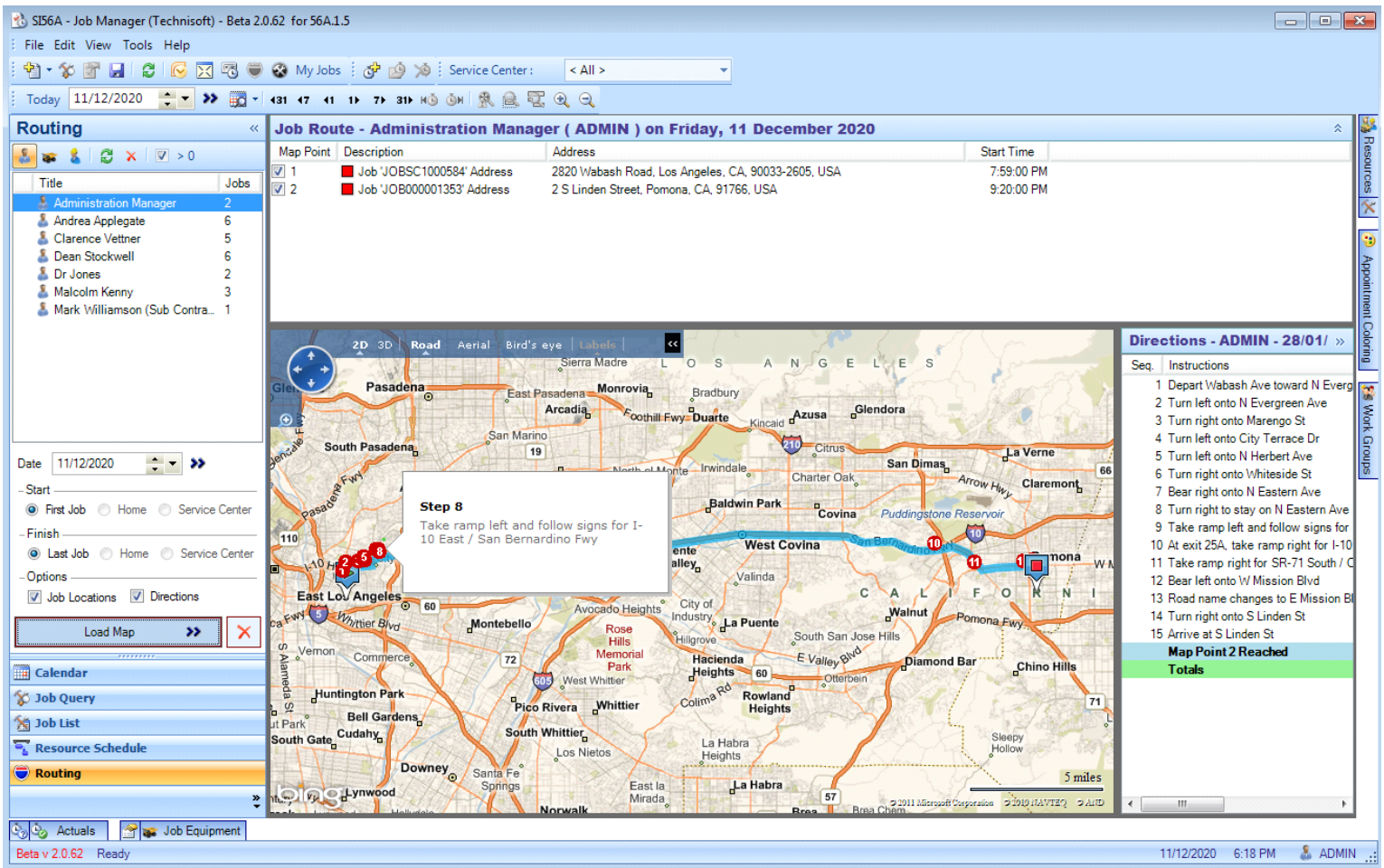
Route Planning uses Bing Maps to help you efficiently schedule Jobs and provide directions to employees.

Display maps in 2D, 3D, Road, Aerial or Birds Eye views. Zoom in or out for more detail.

Reschedule appointments by drilling into the Calendar View and adjusting entries.

Print Work Orders, Maps and Directions.

Reduced travel time between jobs means reduced costs and happier customers.



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For more information about this product, please contact us at technisoft@technisoft.com.au or visit our website www.technisoft.com