



Wireless



VANTAGE ONLINE

About Wireless

Vantage Online Wireless lets your engineers get access to their calls wherever they are.

By using wireless communications from their Android smartphone, they can get their calls, update them, close them, even book new jobs directly.

And because Vantage Online Wireless is a native Android 'App' that runs on your devices, you can use it offline. So it doesn't matter if you are in an area of poor coverage, or a sensitive area like hospitals, your engineers can continue to use Vantage Online Wireless to update calls, enter parts and complete their jobs. The application will synchronise itself with your main database when a data signal is re-established.

Features & functionality

With Vantage Online Wireless, your engineer can perform all their important tasks straight from their Android smartphone. The available features include:

- Job listing showing job number, customer name, model, serial number and target/scheduled date and time
- Job details with site address, contact name, equipment details and fault information
- Ability to update the machine details when on-site
- Service history showing the engineer, equipment, meter readings and fault & fix details
- Parts can be used and automatically deducted from the engineers' stock
- Signature capture for customer confirmation
- Take and transmit photographs from their device
- Task list, allowing multiple tasks to be defined in Vantage Online to be actioned by the engineer. The engineer can update each task with comments
- Meter readings can be entered when necessary
- The status of jobs can be progressed for auditing purposes
- The Proof-of-Acceptance feature in Vantage Online allows your engineer to capture a customers signature, include it on your Proof of Acceptance document and have it emailed direct to the customer automatically
- The Vantage Online Dynamic Mapping feature allows you to view your engineers' current locations as well as their travel history

Virtually any network, any Android smartphone*



Quick facts

How it works

The engineer uses the Vantage Online Wireless App on his Android smartphone to view and enter data. When they send data or make a request for data, the app sends the information via their data connection to the Vantage Online Wireless Server using the internet.

Back in the office, Vantage Online retrieves the request from the Vantage Online Wireless Server. The data is processed and a response is sent back to the engineers' device via the Vantage Online Wireless Server.

Of course, the engineer is unaware of any of this: to him, it is one seamless process.

What you will need

In the office, you will need a workstation with internet access to run the Vantage Online Remote Console. You do not need to configure any in-bound connections.

*Your engineers will need an Android smartphone running as a minimum Android v4.0 (Ice Cream Sandwich) with a recommended minimum screen resolution of 480x800. Supported on Android versions v4.0 through to v6.0.1. Additionally, you will need to subscribe to a wireless licensing agreement with Vantage.

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Overview of the technology

Vantage Online Wireless runs on almost any Android smartphone*. It is designed for use with both a stylus and the built-in virtual keyboard, with simple easy-to-use and easy-to-read screens. It is written using the latest Android OS design tools thus ensuring that it keeps pace with the latest developments in device technology.

Vantage Online Wireless can be used offline when out of coverage or when the engineer is in a sensitive area, for example, in hospitals. This means that the engineer can continue to view his schedule, update his jobs and review important information even when not connected to the internet as messages are queued in both directions and dispatched when coverage is resumed.

It uses your existing internet connection, data connection from the device or Bluetooth to a mobile phone. Only a small amount of data is transferred in each transaction, thus keeping your data costs to a minimum

Immediate benefits

Vantage Online Wireless lets you:

- Assign jobs to engineers without the need for you to call them
- Minimise miscommunications as the data the engineer views comes directly out of your database
- Present all the information the engineer needs to attend and complete a job
- Increase your first time fix rates as the engineer can call upon service history for that customer or the machine
- Ensure your engineer carries the parts most likely to be required by viewing the parts used previously for the machine
- Minimise your monthly costs as only a small amount of data is transferred per job
- Your engineers can close their own jobs, ensuring your database is updated in close to real time
- Raise invoices as soon as the job is completed, no need to wait for your job sheets to be returned back to the office
- Track the location of your engineers with the Vantage Online Dynamic Mapping function using the GPS receiver built into the device

For more information and screenshots of Vantage Online Wireless, please visit: www.vantagecomputing.co.uk/solutions

Quick facts

Work flow

- Open job list
- Job details with site and contact details with fault information
- Ability to update machine details when on-site
- Request service history showing the engineer, equipment, meter readings, and fault & fix details
- Parts usage
- Task list allowing multiple tasks to be defined in Vantage Online for action by the engineer
- Take meter readings
- Status updates so jobs can be flagged with engineer on route and on-site
- Signature capture for customer confirmation
- Allows office-based personnel to locate and track engineers

Try it for yourself

Vantage Online customers are eligible for a free trial:

You provide:

The device

We provide:

The software

Free Support during trial period

Free introductory online training prior to trial

Completely free of charge for 30 days

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