

Anveo Mobile Service App

Offline Usage of Dynamics 365 Business Central for Service Technicians



The Anveo Group develops solutions to improve business processes in medium-sized companies that work with the ERP solution Microsoft Dynamics 365 Business Central (formerly Dynamics NAV/Navision). The focus is on horizontal solutions as extensions for Microsoft Dynamics, which can be used independently in projects by Microsoft Dynamics partners.

YOUR CHALLENGE WITHOUT THE ADD-ON

Due to the often limited network coverage, access to Microsoft Dynamics 365 Business Central (formerly Dynamics NAV/Navision) via the mobile Internet is difficult. Even the service technicians cannot access the system while on the road. They document completed work only inadequately, which leads to unnecessary problems and misunderstandings. In addition, direct time recording for your employees on the road is currently not possible.

THE SOLUTION: ANVEO MOBILE SERVICE APP

With the Mobile App from Anveo, your Microsoft Dynamics 365 Business Central (formerly Dynamics NAV/Navision) is always ready for use – even offline (ongoing synchronization). The consequences: Productivity is increased, errors are avoided, and your employees benefit from an excellent user experience.

The Anveo Mobile Service App is perfect for your service technicians. The ability to use Microsoft Dynamics offline and thus view all customer data and order information optimizes the way you work.

Service orders can be easily managed (e. g. creation of an order, messages about how to get there) and even working hours are simply recorded by the app.

At the customer’s site, many details can be digitally documented (e. g. start of work, service items, documents and photos, articles). Photos, for example of damage claims, can be imported directly into the system on the move and stored in the service order. In addition, suitable articles can be found quickly using a barcode scanner.

COMPARISON: ANVEO MOBILE APP VS. SYSTEM-STANDARD

<i>Criteria</i>	<i>System standard</i>	<i>Anveo Mobile App</i>
<i>Working offline</i>	–	✓
<i>Real app (focus: operation, responsiveness)</i>	– (mobile displayed website)	✓ (for iOS, Android, Windows)

ADVANTAGES OF THE ANVEO MOBILE APP



Increase in contract values



Savings in time



High customer satisfaction

ANVEO MOBILE SERVICE APP AT A GLANCE

Features

Offline use of Microsoft Dynamics 365 Business Central or Dynamics NAV on the tablet or smartphone

Receive automatic notifications for new service orders

Recording of working hours for service orders

automatic notification of the GPS position to the dispatcher

efficient processing of service tasks including spare parts, documentation of the work and digital signature

individual adaptability of the app to your needs

Compatibility

Microsoft Dynamics 365 Business Central

Microsoft Dynamics NAV




Price

On request (it is not possible to name the price in general, as it depends on individual requirements).

Changes and errors are reserved.

ARE YOU EXCITED ABOUT ANVEO MOBILE APP?

Get to know the Anveo Mobile App! We can offer you the following:

-  Consulting
-  Live demo
-  Test version

Our experts will advise you, send you access data to your personal test system and/or introduce you to the tool in approx. 30 minutes without obligation and show you individual potentials for your company.

We are looking forward to your request!



Phone

+49 (0) 251 91 79 96 – 0



E-Mail

info@anaptis.com