



# Service Assistant<sup>®</sup> 5

## Get the Best Software to Simplify Your Business

Service Assistant<sup>®</sup> software streamlines your company's day-to-day tasks and marketing activities giving you more time to grow your business.

### How It Works

As a customer relationship management (CRM) software, Service Assistant<sup>®</sup> not only maintains customer records but also automates daily operations and even assists with your marketing campaigns. Available on any device at any time, Service Assistant is the leading software solution for the green industry.

### Integrated Solutions

- Automated Marketing Assistant<sup>®</sup>
- Customer Assistant<sup>®</sup> Website
- Measurement Assistant<sup>®</sup>
- Mobile Live<sup>®</sup>
- Real Green Payment Processing<sup>®</sup>
- Referral Assistant
- Routing Assistant<sup>®</sup>
- Lawnbot<sup>™</sup>

### Key Features

- Remote access on any mobile device or desktop
- Detailed customer information
- Schedule unlimited programs and services
- Full permanent account histories
- Detailed contact log (tracks all communications)
- Customized note fields
- User-defined call aheads
- Detailed property inventory (grass type, common pests, etc.)
- Specific service hold and cancel reasons
- Customer flag codes
- Account balance information
- Enhanced search engine
- Easy customer entry using Google APIs
- Automatic software updates without service interruptions



## Why Choose Service Assistant

### Detailed Customer Information

Quickly view customer information anytime, anywhere. Whether you want to access something as granular as the weather during the last time of service, or something general like how long they have been your customer, Service Assistant has the answer. With the call log feature, reference notes from previous calls or set follow-up reminders for a future date!

### Document Management

Link all communications with the appropriate customer. Archive documents giving you added security. Easily track and retrieve data. Simply scan documents and link to the right account.

### Payment Processing

Access quotes, billing and invoicing with one click of a button. Calculating the cost of service based on square footage, grouping properties based on owner, and generating statements at the end of the month – it's all made easy with Service Assistant. You can even automate payment reminders based on the billing period. Just think of all the time your team could save!

### Customer Notifications

Save time – enter production data in the field. Can't get to the office? No worries...if you have our CRM software. Use Service Assistant to enter production while in the field. With our app, Mobile Live, technicians can access work orders and enter production directly from an Apple or Android device. You can adjust customer accounts or even enter payments right from your vehicle using a mobile device.

### Easy Scheduling and Routing

Schedule same day service. Service Assistant is the field service business software that allows technicians to provide customers with "same day" service plus the ability to add additional services – on the spot! Also add new customers to an existing route – instantly. With turn-by-turn voice navigation, technicians will stay on route and on time.

### Customer Entry Wizard

Customer entry is extremely fast, as Google intelligently returns the customer's postal standardized address information to Service Assistant's form. Greatly reducing the chance for incorrect customer information.

## Integrated Partners

- American Profit Recovery
- BioGreen
- Captivated
- Coalmarch
- Linxup
- TCN/Global Connect
- Voice for Pest & Voice for Turf
- Waypoint Soil Testing
- and more