

KEY BENEFITS

BETTER INFORMATION

Track and manage every detail of your service organization with Acumatica Service Management.

Share best practices, automate manual processes, and track service inventory by integrating information, people, and resources.

A SINGLE, REAL-TIME VERSION OF THE TRUTH

Service Management is your connection between field service operations, projects, CRM, order management, and inventory management, providing all the required information to generate service appointments from Sales Orders or CRM Cases.

Better business insights and decisions result from the combination of automated processes, accurate data collection, financial analyses, and forecasting capabilities.

ROUTE MANAGEMENT MODULE

Acumatica Route Management provides powerful tools for optimizing routes that minimize gas consumption and travel time. The application uses Google Maps to plot the route for each response person and the resources (equipment or machine) they will require. Acumatica Route Management is an optional component of the Acumatica Service Management Suite of products.

The screenshot displays the Acumatica Routes Management interface. On the left, there is a navigation menu with options like 'Enter', 'Process', 'Manage', and 'Maps'. The main area is split into two panes. The top pane shows a 'Routes List' with columns for 'Routes', 'Customer', and 'Duration'. The bottom pane shows a 'Map' view of the route plotted on Google Maps, with various service locations marked as pins. Below the map, there is a table of 'Appointments on Route: 21LG (4)'.

Appointment	Customer Name	Travel Time	Duration	Postal Code	Address
Appointment-4-0	Cash Connection	0	3h 5m	43202	5200 E Terra Dr, Dublin, OH
Appointment-4-1	Boilder Couriers Denver	4 mins	2h 5m	43085	90 W Broad St, Columbus, OH
Appointment-4-2	Ca-Aud o-Pic Ltd	2 mins	3h 5m	43204	7120 North St, South Scio, OH
Appointment-4-3	Bakers Books, Music & Cafe	4 mins	3h 5m	43085	130 S Court St, Circleville, OH

EQUIPMENT MAINTENANCE MODULE BENEFITS

Route management – Select optimal routes to minimize travel time and gas. If the dispatcher rearranges the order of appointments, a new route is recalculated and plotted in Google Maps along with travel time.

Detailed route map – Display routes as both a spreadsheet and a visual map using Google Maps. The visual map shows each service location as a pin. Moving the pins on the map will cause the system to update the new route and recalculate the time of the route.

In the cloud and mobile – Access the routes anywhere, anytime, from any device. All applications are web-based, giving users with appropriate privileges unlimited access to the system from anywhere in the world.

ROUTE MANAGEMENT'S KEY FEATURES

Route Template	Define all services that are part of a route for every customer on that route. Simply filter by day to get a specific day's service stops.
Route Details	Show every service stops on a route in the order in which they are planned to be performed. This detail includes drivers, vehicles, duration of route, and total travel time.
Service Contract Management	Manage multiple contracts by customer to include times, routes, and service to be performed.
Planning Filters	Filter your appointments in various ways, and show the appointments for a particular staff member or resource (equipment or machine) along with a Google Map of the route.
Vehicles	Maintain multiple trucks, machines or equipment with what type of services they perform, their capacities, skills required, and their schedules.
Types of Routes	Manage multiple trucks, machines, and equipment by the type of services they perform, capacities, skills required, and schedules.
Shifts	Accommodate service requests any time of day. Route management can handle any timeframe including day shifts and night shifts. This is important for service businesses such as street cleaners.
Mobile Service Management	Send updated appointments and route changes to any mobile device.

ADAPTABLE CLOUD

UP IN THE CLOUD:

All applications are created for the cloud, which means that users with appropriate privileges can access the information from any device with a web browser or on native mobile apps.

DEPLOYMENT OPTIONS:

Acumatica can be installed in-house or in a private or public cloud of your choice. Your deployment and pricing options are designed to ensure mid-market success.

CONNECTED CLOUD:

Built for your business and can grow with your needs. Add capabilities such as CRM and data visualization. The flexible architecture allows for customization without the need for coding.

EASE OF USE:

Staff and customers can collaborate easily and efficiently on Mac, PC, tablet, or phone. Use the built-in User Guide for self-paced learning as roles and requirements evolve.