



Maximum access to
your business.
Anywhere.



MOBILE SOLUTIONS FOR MICROSOFT DYNAMICS

NAV Anywhere – Service

NAV Anywhere – Service has been designed for the optimal support of your service engineers. Your engineers will save a lot of time and money using NAV Anywhere – Service. The service orders allocated to an engineer can be easily looked up from any location using their mobile device. Once a repair or maintenance task is completed, the work hours, travel time, materials used and other cost elements can be entered on the service order. Confirmation of the worksheet will send the service order to the service desk in order to create the invoice immediately. The task of writing down executed work on paper forms is history thanks to NAV Anywhere - Service. Paper forms are replaced by reliable mobile terminals that can be equipped with a barcode scanner. Now you are able to enter service worksheets directly into Dynamics NAV, real-time, during the visit to your customer.

NAV Anywhere Framework

NAV Anywhere – Service is built with our NAV Anywhere Framework. The NAV Anywhere Framework for Microsoft Dynamics™ NAV provides an integrated and reliable framework for creating real-time Enterprise Mobile Applications. All Microsoft Dynamics™ NAV functions can easily be made available on mobile devices. Thanks to the 100% integration of the framework with Microsoft Dynamics™ NAV, there is only one central system, one database and one programming language. Having a central system, one database and one programming language reduces complexity, implementation time and the Total Cost of Ownership (TCO).

The functional highlights of the NAV Anywhere Framework are:

- No middleware. Since NAV Anywhere mobile applications are defined and configured completely within Dynamics NAV, there's no need for middleware. This means that making mobile applications and modifications is quick and simple and supporting mobile users is easier than ever.
- Every NAV consultant can use the NAV Anywhere Framework to configure and maintain NAV Anywhere mobile applications. No need to build-up experience with a new development platform.
- Each transaction that takes place during operations is processed immediately, in real-time, using the standard business logic of Dynamics NAV. This gives you the certainty that all transactions are validated correctly and that all data is stored where it belongs.
- Developed within Dynamics NAV means an easy and familiar user-interface for process configuration, less security risks, and easier support and maintenance.

BENEFITS:

Help your service resources to become more effective and efficient in their jobs.

Increase productivity by direct and paperless execution of your service worksheet entry process.

Reduce the number of errors by ensuring you order the right items by scanning and checking the items at the moment the transaction takes place.

Save time by real-time processing of each transaction. No manual entry of transactions from paper anymore.





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Business Processes

Customer Information

NAV Anywhere – Service supports the real-time lookup of customer data on a mobile device. Such data might include name and address, or internal remarks. During the customer visit the service engineer is able to view the outstanding service orders as well as pricing information. A service engineer also has the ability to lookup sales order archives, outstanding balances and credit limits. The ability to access the information from a mobile device ensures sound business practices and great customer service!

Service Worksheet Update

NAV Anywhere – Service is a great solution to entering service worksheets during customer repairs or maintenance activities. Your service engineers do not need to fill in paper forms but can simply enter a service worksheet (manually or by scanning barcodes) using their mobile devices.

While on the road, the service engineers can easily look up the customer service orders assigned to them. Details of the work-in-process service requests such as the service object location and relevant service object data can be viewed.

After executing the service job, during service worksheet entry, hours spent as well as materials used can be entered easily by scanning or keying-in the data and the quantities. While adding items to the worksheet on the mobile device, the customer-specific pricing and applicable discount is applied directly. During execution of the process, the total order amount and the total discount are shown. Verification of this data against the warranty agreement of the service object is applied automatically.

After confirmation the service worksheet is available in Dynamics NAV immediately for further processing at the service desk.

Item information

Item information can be searched for and displayed anywhere, including bill-of-material and inventory data.

BENEFITS

Increase customer satisfaction by reducing lead times and correct service invoices.

Fully integrated solution; no external database and real-time transaction processing using mobile terminals with a wireless connection.

Reduce implementation time by having various pre-configured out-of-the-box scanning processes available.

Easily modify the application to meet your company's specific requirements.

Provide your company with real-time information of inventory allocations, order statuses and work in process.

Depending on a user's role, more or less options are available to the user.


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INFORMATION:

Configuration

- Using settings and process configuration in Dynamics NAV, the mobile processes can easily be configured to suit your needs

Business processes

- NAV Anywhere – Service consists of the following standard mobile business processes.
 - Item information
 - Customer information
 - Service Worksheet Update
- NAV Anywhere is available for any Dynamics NAV version as long as you technically upgrade to the latest version.

Languages

- NAV Anywhere is standard available in English. All languages supported by Dynamics NAV are supported by NAV Anywhere; processes can be setup multi-language.

Mobile device requirements

- Modern web browser
- Online, wireless connectivity to the Dynamics NAV server, using WLAN or WWAN.
- Barcode scanner or imager
- Touchscreen (QVGA)



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