Skyware Service Control

Optimise operations and increase customer satisfaction.

TillerStack

Skyware Dispatch

Seamlessly manage and monitor your field service teams.

On the clear, three-part dashboard, the dispatcher finds all the information they need for planning at a glance. A graphical planning table provides information on available staff and their current workload. The integrated map visualizes the location of customers, orders and technicians. The job list is showing all orders that still need to be scheduled.
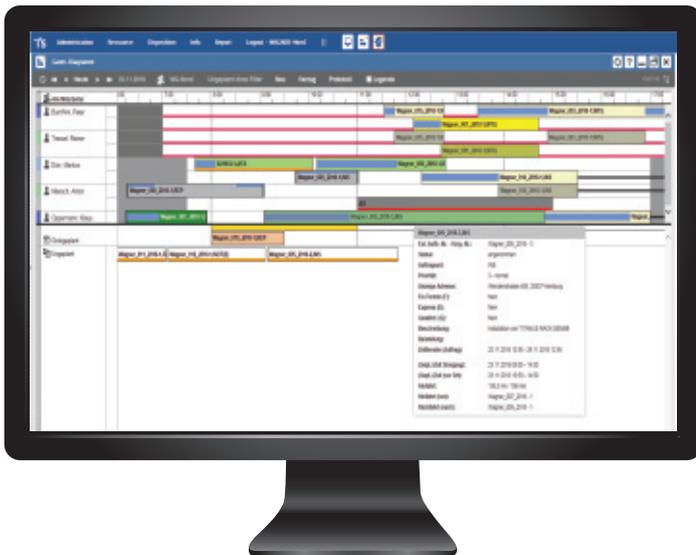
The Gantt chart is the dispatcher's most important tool. Orders from the work list can be scheduled automatically based on agreed business rules or manually through simple drag and drop.When planning, the system takes into account all conditions to be met such as skills, appointment requests and SLA. The color-coding of the orders shows their current processing status. The integration of subcontractors is possible, whereat their degree of processing is shown and updated constantly.
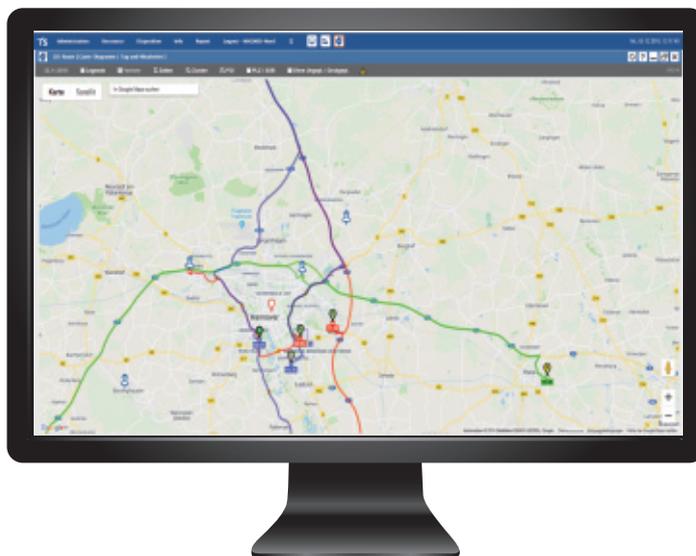
The integrated map shows the location of customers, orders and employees and visualizes planned routes. Layers with Points of Interest (POI), service areas or traffic information can be displayed dynamically. The planning and re-planning of orders is possible directly on the map. Routes can be optimized at the push of a button.

Skyware Mobile

All information on hand. Anywhere. Always.

Service staff can easily access order data on the move. They can report order statuses to headquarters in real-time and create confirmations for working time and use of material. Depending on the application scenario, robust industrial handhelds or enterprise smartphones and tablets are used as mobile devices.

Mobile is based on the platform independent HTML5 standard. The application is designed as a web app but can be implemented as a hybrid app if camera, barcode scanner or RFID reader integration is needed.

Skyware Service Control at a glance

Skyware Dispatch

- Monitoring
- Order planning
- Route optimization
- Appointment scheduling
- GIS visualization
- Shift schedule
- Dynamic teams
- Integration of subcontractors

Skyware Mobile

- Order data
- Status changes
- Push messages
- Configurable reports
- Navigation and logbook
- Live actions
- Mobile Inventory
- Individual features

Customers

With our solutions, we support market leaders in the optimization of their service and maintenance processes. In our projects our own products as well as solutions of selected hardware and software partners are used.

- With the Skyware Service Control solution, Deutsche Bahn controls more than 1,200 service technicians in the areas of facility management and winter services.

- Unitymedia uses their Skyware Service Control solution for scheduling and mobile order processing. The operations of more than 400 own technicians and subcontractors are with the system on a daily basis.

About TillerStack

We are a team of experts in field service management who are customer obsessed and passionate about empowering the mobile workforce of the future.

In a world where customer experience is key, we understand the challenges posed by the changing nature of the mobile workforce and we believe that innovation and agility are fundamental to delivering exceptional customer experiences.

With over 25 years of experience in field service management, we take complex problems and provide innovative solutions that are trusted by some of the world's largest enterprises.

Talk to us today to find out how we can transform your business.

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