

# iclass



## Field Service

### IClass FS is used by:

- Major Telecom/TV operator companies in Brazil, controlling more than 4 million clients and 7 million services each year.
- More than 250 ISP companies working for Latam, and over 200 ISPs in Brazil.

### Major industries:

- ✓ Communications
- ✓ Home Services
- ✓ Utilities
- ✓ Home Healthcare
- ✓ Capital Equipment
- ✓ Computer & Office Equipment
- ✓ Insurance
- ✓ Facilities Management
- ✓ Construction
- ✓ Delivery and Logistics



Online monitoring



Increase productivity



Paper printing reduction



Image and signature capture

**iclass**  
www.iclass.com.br/en

📍 Avenida Rio Branco, 147, Sala 1806, 1807 e 1808  
Centro - 20040-006 Rio de Janeiro - RJ  
☎ +55 (21)3549-2301

📘 /iclass-sistemas  
📱 /+iclassbr  
✉ contact@iclass.com.br

**Iclass FS** is a workforce management software, that organizes and improves your services in the field, managing parts and equipment and all the necessary resources used by your team.



Mobile client includes various features like work compliance, image and signature capture, parts and equipment allocations, automated time reporting and navigation.



Monitor technicians and services in smart panels and maps, with the possibility of configuring



Capacity planning with a comparative view of supply and demand of your services.



Inventory management with full control of parts, equipment, and other related items used in the



SLA management with flexible scheduling according to the nature of the service and geographical areas.



Smart routes scheduling, displaying a rank of the best technicians and division areas, skills, and work duration.



**100% Cloud-Based.** Our customers need only a browser for back-office access and an Android phone for the workers.

## Easily integrated

**IClass FS** is easily integrated with internal billing, CRM or ERP systems. Improve your field area without changing your previously established processes.



### DASHBOARDS

Graphics and KPIs that drive your team's performance and productivity.



### RECURRING SERVICES

Set up recurring services, such as preventive and network maintenances.



### COMMUNICATE WITH YOUR CLIENTS

Report workers scheduling and movements. Audit the quality of the service when finished.



### MILEAGE CONTROL

Control mileage of each driver to better understand your division areas.



### FLEET MANAGEMENT

Track the vehicles used by the technicians on your services.



### 100 % Cloud-Based

Hosted in the cloud.  
No local infrastructure needed.



### Rollout

Fast configuration and deployment. Don't waste time, improve your company's operating performance at an unbeatable price.



### Android

Field workers use Android smartphones.