

MEDATECH

FUTURE PROOF YOUR BUSINESS



PRIORITY OVERVIEW

Priority ERP Integrates all company data and business processes into a single and consistent, unified system allowing the fast flow of information between departments, processes, clients and subcontractor, making it fine-tuned to your business. Using the latest cloud based technology; remote access by staff and trading partners is standard, allowing internet based product catalogues for direct ordering and supplying, real-time remote access for outbound staff and management, Wi-Fi and GPRS automation for mobile on-site working. External integrations include ecommerce, web portals and CAD/CAM systems such as Solidworks and revit.



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OVERVIEW

Priority's Mobile ERP solutions enable on-the-spot access to all vital work tools – anytime, anywhere.

Priority offers a range of Connective ERP solutions, which are adapted to various processes and positions across the supply chain:

- *Mobile Sales Force*
App for Field Sales Reps
- *Mobile Field Service*
App for Field Technicians
- *Proof of Delivery*
Management App for Delivery Teams



FIELD SALES APP

A comprehensive tool for your field sales rep

Includes Van Sale, Pre Sale and CRM solutions for effective management of field sale processes.

Price quotes

- Display product catalogue, including images.
- Update quotes and easily convert them into orders.

Orders

- Display product catalogue, including images.
- Process orders quickly.
- Bill customers and manage payments.
- Access up-to-date customer credit data.
- View customer ledger and ageing data and make informed decisions.

Tasks

- Manage general tasks and/or tasks for customers, on-the-go.
- Report progress on tasks and projects, meetings, etc.

Surveys

- Manage contract review checklists.
- Access and conduct customer satisfaction surveys.

Returns

- Manage on-site return of goods: requests, authorisations and executions.

Shipping documents and invoices

- Manage the sales representative's inventory.
- Create printouts of documents and invoices on-the-go.

Scheduling and tracking visits

- Schedule visits with reps and customers.
- Report results of visits within the schedule.
- Track planned vs. actual meetings.

Target Management

- Set monthly targets for reps/customers.
- Evaluate targets based on orders or invoices.

Reports (For reps and managers)

- Integrate custom-designed customer's reports.
- Offer full support of customer business processes (BPM).

Support of custom Printouts

- Define a printing program for each document from a selection of formats.
- Run standard reports and custom reports for customers.

DELIVERY TRACKING

Supply chain and delivery management system.

Priority's delivery tracking software allows users to easily track and control distribution processes.

Loading

- Make portable sales based on scanned documents in real time.
- Capture digital signatures of distribution workers.
- Load goods by packing crates/labels.

Uploading

- Display the original customer document for signing.
- Capture customer signature, including name and ID.
- Follow location at all times with GPS tracking.
- Upload goods by packing crates/labels.

Delivery failure and driver reporting

- Record reasons for delivery failure.
- Record driver remarks.
- Take photos of damages.

Task Management

- Manage customer related tasks for drivers.
- Manage general driver tasks (e.g. vehicle servicing).

Returns

- Create return documents on the go including printout on mobile printers.
- Manage and track inventory in vehicles.
- Update quantities of returned goods vis-à-vis relevant documents.

Support Customer's Business processes (BPM)

- Update inventory documents' status upon completion of the delivery route.
- Offer full support of customised printouts for customers.

FIELD SERVICE APP

The most advanced tool for field technicians.

Provides a full-featured solution for effective management of field service processes.

Service Call Management

- Manage all service calls (Dynamic BPM).
- Access previous customer and device call history (Plug & Play) immediately.
- View real-time information displayed as pop-up notifications.

Field Service inventory management

- Manage inventory in technicians' vehicles effectively.
- Track inventory stored in company warehouses including other technicians' vehicles.
- Support on-site inventory transfer between technicians.

Purchasing

- Receive goods directly from vendor to technician.
- Manage on-the-go purchase demands for required parts.

On-site Opening of service calls

- Allow field technicians to open service calls anywhere, anytime.

Service Call Reporting

- View report of parts used, labour, actual service provided vs planned.
- Get reports of malfunctions and repairs.
- See report of service call duration, including support of automatic reporting based on arrival and departure times.
- Review description of the repair (including photos), meter readings and more.

Surveys

- View service call summary reports and checklists.
- Conduct customer satisfaction survey.
- Capture customer signature on original system documents on touch screens and print them.
- Store the service call location and the signed document automatically as an attachment in the main system.