

BARKING FOR SERVICE

Retriever's [Barking for Service](#) is an off-the-shelf mobile application that delivers industry-leading field service management technology to organizations in the maintenance and repair industry. The solution has extensive functionality to cater for field service technicians in a range of industries.

The Barking mobile App is built for ease of use in the field. It allows companies to eliminate paperwork and ensure field processes operate more efficiently.

Solution Features

- ✓ Mobile app can be deployed to all iOS, Android & Windows devices
- ✓ Standard OOTB app with flexible configurations to reflect your workflow
- ✓ Scheduling technology to create, manage & dispatch jobs to field worker
- ✓ Manual, assisted or optimised job scheduling available
- ✓ Visual and audible alert when a job is received on the device
- ✓ Customize safety checklists and job forms
- ✓ Capture job, asset, time-sheet and parts data for detailed reporting
- ✓ Manage van & warehouse stock levels with parts inventory management
- ✓ Web based custom reporting available



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The Solution



Mobile Application

- Job Accept & Reject
- GPS Directions
- Worker Safety (e.g. JSA)
- In-Field Job Creation
- Asset Management
- Record Parts
- Time Sheeting
- Receive/Send Attachments & Photos
- Parts Inventory Management
- Barcode Scanning
- E-Signatures & Payments
- Update ETA & ETC

Runs On:



Scheduler

- Web-Based Interface
- Manage Field Workers
- Manage Work Orders
- Schedule & Dispatch Jobs
- GANTT Chart
- Create Jobs
- Real-time job updates
- Live Mapping
- Job Teaming
- Sub-Contractor Management
- Multi Time-Zone Support
- Broadcast Messages



Administration

- Instant Service Report Creation
- Distribute Reports to Relevant Parties
- Export Job Info
- **Integrate solution** with one or multiple back end systems (e.g. SAP, Oracle, Maximo, M3, many more)

WHAT OUR CUSTOMERS ARE SAYING...

“Now, not only has Retriever helped to improve productivity and efficiency, but it’s boosted our revenue. Initially, we noticed a 15 percent increase in revenue and today we are achieving a 50 percent increase in revenue per technician”

**TECHNICAL & OPERATIONS MANAGER,
HENRY SCHEIN HALAS**





WHY BARKING FOR SERVICE?



Scan the QR Code to visit the Barking for Service Website

Solution Benefits



Proven enterprise grade robust solution



Configure workflows depending on the job type, asset or customer



Boost operational transparency with real-time field updates



Increase safety compliance by enforcing mandatory workflows



Eliminate slow paper processes & increase tech productive time



No data lag - job data & service reports available immediately



Access attachments & history in-field for informed decisions



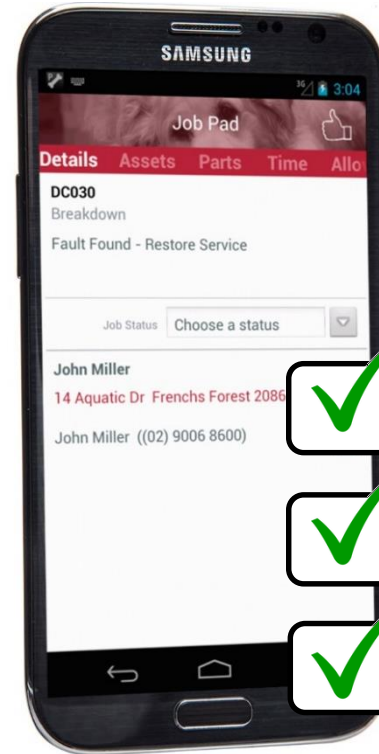
Easily manage sub-contractors and view their field activities



Simple & intuitive application to ensure high end-user adoption



Seamlessly integrates into multiple backend systems for a best-of-breed product



REFLECTS YOUR PROCESSES



NATIVE APP



WORKS OFFLINE





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About Retriever Communications

A global expert in Field Service Management headquartered in Sydney and with additional development and support in the US and staff in Europe. For 20 years, Retriever has been partnering with clients to drive operational efficiency by mobilising workforces, advancing delivery of service and improving asset management.

Retriever provides off-the-shelf and bespoke mobile applications which are built to work in or out of coverage alongside a scheduling solution for efficient job planning, crew assignment and work-order planning. With a 100% deployment success rate, Retriever tailors and configures solutions for industries from Utilities to Environmental including field service maintenance, inspections, environmental testing, OH&S whilst integrating to GIS, Engineering and ERP systems.

www.retrievercommunications.com



If you would like more information:

Email us: info@eq-ss.co.uk

Or visit: www.retrieverbarking.com/barking-for-service

