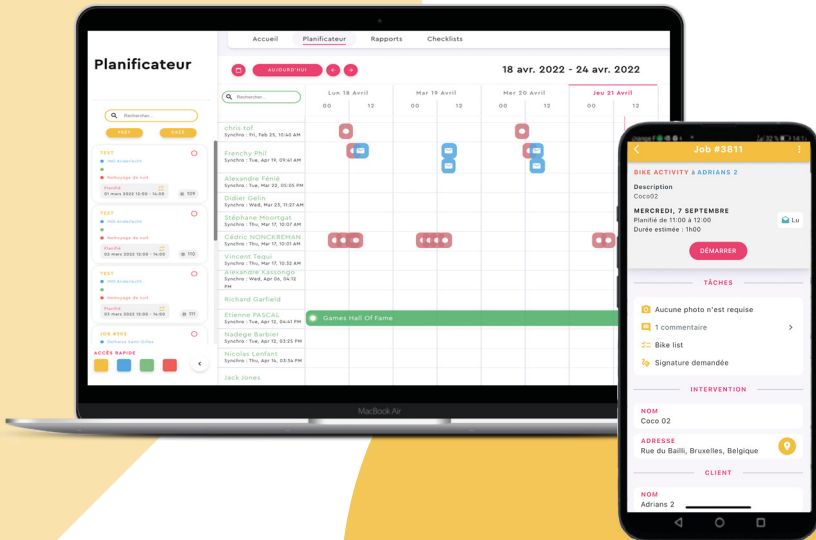




# Vector, the digital service management tool for technicians



**Optimise your staff's schedules and interventions to maximise your profitability.** The result is a better quality of service for maximum customer satisfaction.

# 100% digital tool that creates the link between your office teams and your service providers in the field.

Designed specifically for technical professions, Vector is a simple tool that allows you to **easily plan and manage the interventions of your technicians.**



You plan your interventions via a simple and intuitive web platform

Your technicians carry out their interventions and certify their successful completion by taking photos and signing for the customer



## Via his smartphone, your technician :

- receives his schedule with the interventions to be carried out
- declares the time of arrival and departure from the site of the intervention
- informs you of the successful completion of the work by taking photos of the work carried out, the damaged and/or replaced parts
- if necessary, collects the customer's signature to finalise the intervention

A **complete and structured intervention report** can be sent to the customer and to your internal administration.

On the **web platform**, you generate the reports necessary to **manage your activity and to analyse the performance of your service providers** (salaries, overtime, jobs not performed, etc.).

# Vector, benefits for everyone

## For you via the online platform:

- Fast and efficient planning of interventions and emergencies
- 100% digital and centralised management of interventions
- Traceability of operations (thanks to photo-taking and customer signature)
- Reduction of administrative tasks
- Complete and configurable reporting of your activities



## For your technicians via the mobile application:



- Planning of interventions sent directly to their smartphone
- Real-time update of interventions
- Clear description of the tasks to be carried out thanks to the pre-established lists
- Pictures of completed tasks and parts to be replaced or used
- Creation of unplanned tasks
- Creation and immediate sending of the intervention report
- Customer signature for validation of the intervention

## For your customers:

- Activity report attesting to the successful completion of the service
- Guarantee and quality of service
- Increased satisfaction



Are you looking for a simple and intuitive tool to manage your interventions? Do you want to improve the quality of operational data exchange between your office and field teams? Do you want to be able to quickly transmit urgent or last minute interventions to your technicians already in the field? Do you want to improve your operational performance?

With Vector, you can manage your cleaning business with efficiency, confidence and peace of mind. **Your daily management is simplified and your costs optimised for the greatest satisfaction of your teams and your customers.**



**Stay connected  
with your teams  
in the field!**

**More information on [www.vector-connect.com](http://www.vector-connect.com)**

Call us on 01702 507 229 and we will be happy to answer your questions.

A team of specialists is at your disposal to help you to accompany you in your first steps with Vector.

