



# Products & Services



SOS Mobile  
SOS Office  
Support

Elevate Your Data Experience!



# SOS Mobile Application

Empower your technicians in the field with information at their fingertips.

## Work Orders

Technicians in the field have access to:

- Active work orders, categorized by type/severity and regionalized so they can see as little as the Work Orders assigned to them only, work orders by their region or all work orders

| Location<br>Time/Due By                          | Device<br>Assigned To | Severity/Type<br>Status |
|--------------------------------------------------|-----------------------|-------------------------|
| 54 Mission Rd<br>London<br>2021-05-06 06:07 PM   | Demo D                | 2<br>A<br>OnHold        |
| 136 Laiden St N<br>London<br>2021-05-16 06:35 PM |                       |                         |
| 545 East St<br>Brantford<br>2021-05-08 08:55 AM  |                       |                         |

**Device Details**

Time Assigned To: 2020-10-01 01:28 PM  
Dave W  
Repair phone door and replace missing handle

**Description**  
Repair phone door and replace missing handle , Also super fire recall key doesn't work anymore

**Problems Found**

**Resolution**  
Replaced hinges and door super a MFD-1 fire recall key

**Parts Used**  
2 - phone door hinge  
1 - phone door handle

2020-05-08 11:00 AM  
Dave W

SAVE

**Select Time to Log**

Employee: Demo D (\*)

1 Assigned 2 On Route 3 On Site 4 Getting Parts 5 On Route Back 6 Complete Time

ON BREAK

**Thursday, February 2, 2023**

On Route 1.00 h  
Feb 02 05:50 AM Feb 02 06:50 AM

On Site 2.00 h  
Feb 02 06:50 AM Feb 02 08:50 AM

Complete Time  
Feb 02 08:50 AM

**Thursday, May 6, 2021**

Assigned

CLOSE

- Work Order history for a given device. This helps them know what has been done on this elevator before they even get to the site.
- Device Details... Techs know machines and controllers they are dealing with before they go allowing them to ensure they have the proper parts on hand.

- Simplified QuickTime buttons leads to greater accuracy.

## SOS Mobile Features

- Work Orders
- Work Order History
- Customers
- Team
- Payroll
- Expense Claims
- Team Chat
- Online Training
- Vacation Planning
- OnCall Scheduling
- JHA

## Additional Features

- Notifications
- Assign Due Dates
- Photos for Parts, Expenses & Purchase Orders
- Generate Supplier PO#s
- Signature Capture
- Maps Integration
- Auto generate Maintenance



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## Payroll

In order to improve accuracy technicians approve their time daily for the previous day:

- Summary screen to see total number of hours for the day and hours on each Work Order within the day
- Weekly reports provided

Time Approval

Please submit your time for:

2024-04-12 (7.00)

1.0x: 1.95    1.5x: 5.05    2.0x: 0.00

|                           |          |
|---------------------------|----------|
| 91 Brown St()             | 01:35 PM |
| On Route    24-00006      | 0.75     |
| 91 Brown St()             | 02:19 PM |
| On Site    24-00006       | 3.00     |
| 91 Brown St()             | 05:19 PM |
| Getting Parts    24-00006 | 1.00     |
| 91 Brown St()             | 06:19 PM |
| On Route Back    24-00006 | 2.05     |
| 786 Viewson Ave. S(A)     | 08:48 PM |
| On Route    24-00008      | 0.20     |

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## \*Coming Soon\*

- Inventory Management
- Purchasing

## Expenses

Edit Expense

Name

WO #

Status

Date Created

Status Date

Demo D

New

2023-02-02 07:20 AM

Description

Personal Expenses: 2023-02-02

Total: \$680.00

Receipt

Description

Date

Truck gas

2023-02-02

Parts

2023-02-02

Shaded rows will be reimbursed

SUBMIT

SAVE

Edit Receipt

Description

Parts

Date

February 02 2023

Amount

\$560.00

For Reimbursement

☐

SAVE

CANCEL

- Expenses can be created with distinctions for reimbursement vs company account
- Approvals process by Managers/Supervisors
- Photos of receipts are kept in the system
- Weekly reports generated complete with photos

## SOS Office Features

- Dashboard
- Customers
- Locations & Devices
- Payroll
- Expenses
- Customer Invoicing
- Supplier Forms Generation
- Team Chat
- Online Training
- Vacation Planning
- OnCall Scheduling
- JHA Reporting

## \*Coming Soon\*

- Sage & Quickbooks integration
- Inventory Management
- Purchasing

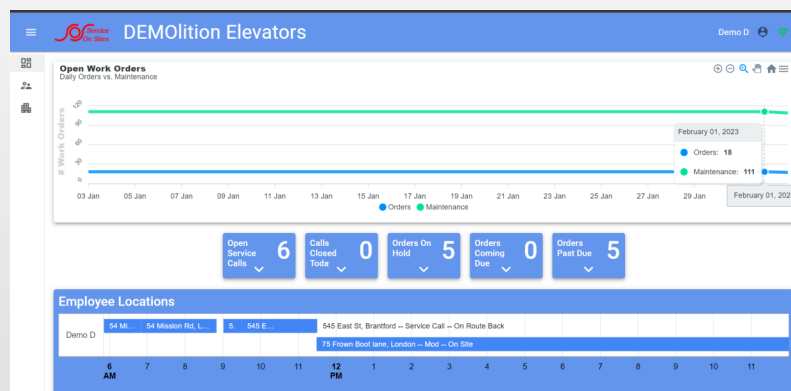
## SOS Office Web Application

Empower your office with information at their fingertips.

### Dashboarding

Office employees are presented with a dashboard with some Key Performance Indicators as well as details of Employee Locations

\*Also available as a standalone for display on an in office TV.



### Customers & Locations

- Customers have multiple locations and each location has multiple devices.

The '69 Cardinal' customer details page includes the following sections:

- DETAILS:** Fields for Company (Coastal Living), Region (London & SW), Num Units (2), and Mailing Address (69 Cardinal, Sarnia, Ontario, Canada).
- CONTACTS:** A toggle switch set to 'Active'.
- Important Dates:** Sign Up Date (2021-05-01), Renewal Date (2024-04-30), and Renewal Month (April).
- Devices:** A table with columns for Identifier, Device Type, Installation #, and Mod7. Two devices are listed: 'A' (Northern J - I - , 32087, Mod7 ✓) and 'B' (Northern J - I - , 33885, Mod7 ✓).

- Assign Contacts
- Assign Regions

### Payroll

Drill down into employee hours

- Weekly report
- Log Search

The Payroll report shows data for the week beginning 2023-09-04. The main table lists employees and their hours across the week.

| Name       | Rate | 2023-09-04 | 2023-09-05 | 2023-09-06 | 2023-09-07 | 2023-09-08 | 2023-09-09 | 2023-09-10 | Weekend Total | Week Total |
|------------|------|------------|------------|------------|------------|------------|------------|------------|---------------|------------|
| Patricia W | 1.00 | 0          | > 8.00     | > 5.50     | > 8.00     | > 7.00     | > 0        | > 0        | 0             | 28.50      |
| Patricia W | 1.50 | 0          | > 4.00     | > 2.00     | > 0        | > 0        | > 2.10     | > 0        | 2.10          | 8.10       |

A detailed view for Patricia W shows a work order (WO # 23-02716) with a status of 'On Site' and hours worked from 10:00 AM to 04:30 PM on 2023-09-06, totaling 6.50 hours.

Elevate Your Data Experience!

## SOS Office Features

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## Announcement!!!

*We are pleased to announce a partnership with Kenney Engineering to help service your Engineering needs through integration with SOS Office.*



## SOS Office Web Application

Empower your office with information at their fingertips

### Managing Devices

Manage the multitude of data points for each device:

- Specifications
- Modifications

**\*NEW** Send data to Kenney Engineering for submission to TSSA

### Generate Supplier Order Forms:

Prefilled with specifications data

Ready to add your additional details and send along

### Maintenance Programs and Schedules

Define Maintenance Programs to offer to your customers!

Define Maintenance checks to be done and Frequency per program

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## Announcement!!!

*We are pleased to announce a partnership with Sage Accounting.*

**Sage Tech Partner**

## SOS Office Web Application

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### Invoicing

Generate Service Invoices as well as contract invoices

Define contract details for auto generation and auto renewals

Attach files for easy access

Determine Profit/Loss on Work Orders

Modify invoice with:

- Parts
- Expenses
- Time

Modify margins/rates for each

Re-write tech descriptions for Invoice purposes



Elevate Your Data Experience!

## ***SOS Mobile SOS Office Support***

### Our Story:

We are a small, agile company that grew out of a need to help maintenance companies manage the volume of work in their fields.

The CMMS and EAS industry has been around for a long time. Unfortunately, for the most part this means the technology used is dated.

We bring innovation to the field using the latest technologies to provide mobile and web solutions that not only satisfy your needs... but go beyond what you expect!

We want to help you organize your work so you can focus on what you do best... satisfying your customers!



Elevate Your Data Experience!



## Work Order Management Software

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