



MO.S.T. Technology, LLC

Service Management Software

The collage displays several key features of the Service Management Software:

- Scheduled Calls Dashboard:** Shows a 'Total Scheduled' time of 3:45 Minutes / 5:75 Hour, along with pie charts for Service Area (North, Central, South) and Service Type (Maintenance, Repair, etc.).
- Lead Source Pivot Table:** A data table showing ticket counts and revenue by month (January to April) for various lead sources like 'YELLOW BOOK YELLOW' and 'YELLOW BOOK WHITE'.
- Customer Card:** Provides detailed information for a specific customer, including contact details, address, and service history.
- Item Status Analysis:** A bar chart showing the distribution of item statuses such as 'BLANK', 'APPROVED', 'DECLINED', and 'WAITING FOR APPROVAL'.
- Equipment Details:** A detailed view of a specific piece of equipment, including its model, manufacturer, and warranty information.

MO.S.T.

Developing Ideas That Feel Right



Telephone **480.522.1017**
 Extension **# 1 (sales)**
 Toll Free **1.877.667.8001**
1.877.MOST.001

www.mostfor.com

What do YOU want for YOUR business? *"My company wants my techs to take less time on calls and sell more accessories"*

Mobile software technology is not new. There are many programs developed by computer companies that deliver adequate applications to help with order scheduling, accounting and the production of invoices out in the field, essentially the gathering of numbers.

What do YOU want for YOUR business? *"I need a way to easily setup and manage my maintenance agreements"*

What makes us innovative is our program was developed to help a company with their most precious and sensitive resource...their employees. With the assistance and guidance of several HVAC service companies the program makes it easier for standardizing the way work

is done in the office and out in the field. This approach has led to an increase in productivity due in part to increased employee satisfaction.

MO.S.T Service Software is designed to provide a variety of innovative tools to meet the many demands of the HVAC industry. The program makes receiving a service call, processing the ticket and transferring the information back to the office seamless and quick.

Some of the office features are:

- Flexible dispatch board with multiple views and integrated with mapping and GPS logic;
- Customer database which contains the following information:
 - multiple job sites;
 - history;
 - equipment;
 - service agreements;
 - scanned documents;
 - and much more;
- Flat rate books easily maintained; whether entered from scratch or imported in from an existing flat rate program;
- Ability to project manage a job through its life cycle;
- Powerful reporting to manage your business, which includes reports and dashboards;
 - Track closing rates by lead source;
 - Commission reports;
 - Improve inventory control– truck replenishment report;
 - Service contract revenue recognition report;
 - Marketing reports: follow up with clients on recommended work;
 - Revenue reports;
 - Customized reporting available to meet your business module;
- Manage estimator appointments and sales leads;
- Additional management information tracked; such as, Vehicles, Employees, Vendors and Purchase Orders;
- Standardized Service Call, Notes and Reasons for Call;
- Integration to Quickbooks;

What do YOU want for YOUR business?
"I need a product that will help me improve cash flow and reduce receivables!"



Some of the mobile features are:

- Designed for laptops, net books and tablet PC's;
- Replication logic means technicians have immediate access to customer service history, equipment information, service agreement status and extended warranty information all at their fingertips;
- Ability to view documentation scanned and stored with the job site; such as, wiring diagrams, facility layout and others;
- Integrated Flat Rate Book, handles Time & Materials or As Agreed Upon pricing structures;
- Integrated mapping;
- A list of recommendations and declined work from past service calls;
- Adding/editing customer equipment from the field;
- Allow easy entry of Quality Control Checklist information;
- Printing of specialty forms like cracked heat exchanger waiver, condensate refusal, diagnostic result sheet and notification of refrigerant leak;
- Selling of Service Agreements and Extended Warranties;
- Capture customers signature at several key points; such as, approval prior to doing work and at payment stage;
- Professional looking invoice is generated right on the screen for the customer to approve all work;
- Process credit cards and eCheck payments in the field;
- Spell check;
- Technical Installation Manuals are stored in the program, which reduces technicians errors and call backs;
- Easy to print marketing materials;
- Time cards entry facilitated and tracked for each work ticket completed;

What do YOU want for YOUR business? *"I want to have NO paper price books and for my techs to have access to customer history out in the field"*

Seq#	Description	Actual	Hrg Specifications	75% Val	Max Val	Action List	Instruction To	Note
0				0.00	0.00	None		
10	Disconnect Box			0.00	0.00	Replace		
20	Electrical Whip			0.00	0.00	Inspect		
30	Fuse Size			0.00	0.00	Test		
40	Fuses Condition			0.00	0.00	Re-inspect		
45	Input Voltage	10.00	10	0.00	0.00			
50	Condenser			0.00	0.00	Test		
60	Condenser Coil			0.00	0.00	Clean		
80	Condenser Fan Motor			0.00	0.00	Test		
90	Condenser Fan Motor Capacitor			0.00	0.00	Test		
100	Condenser Fan Motor Cap Max			0.00	0.00			
110	Condenser Fan Motor Cap Actual	5.00		0.00	0.00			
120	Compressor Run Capacitor			0.00	0.00	Test		
130	Compressor Cap. Max Uf			0.00	0.00			
140	Compressor Actual Uf	8.00		0.00	0.00			
150	Evaporator Access Valves			0.00	0.00	Reconnect		
160	Driftal Suction Line PSI			0.00	0.00			
170	Driftal Liquid Line PSI			0.00	0.00			
172	Driftal Suction Line psi compressor ...			0.00	0.00			
174	Driftal Liquid line psi compressor two			0.00	0.00			
180	Condenser Fan Motor Amps. actual			0.00	0.00			
190	Condenser Fan Motor Amps. MAX			0.00	0.00			
200	Compressor Actual Amps.			0.00	0.00			
210	Compressor Amps. Max			0.00	0.00			

What do YOU want for YOUR business? *"I want to have some way to make it easier to enter in invoice notes so my guys can spend more time on billable work"*

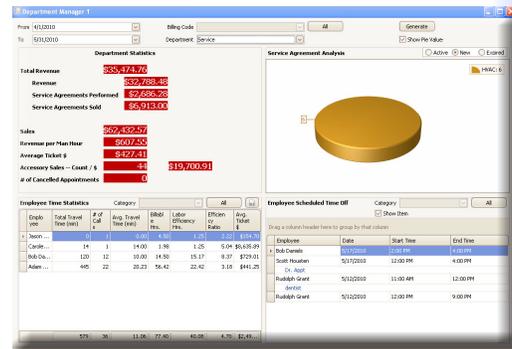
What do YOU want for YOUR business? *"I want my staff to know all work that was previously recommended to my customers"*

The screenshot shows two versions of an invoice from 'Rite Way Heating Co.'. The left invoice is a standard format with columns for 'SERVICE DATE', 'SERVICE CODE', 'TERMS', 'TECHNICIAN', and 'CUSTOMER NO.'. The right invoice is more detailed, featuring a 'RECOMMENDATIONS' section with a list of items and their associated costs. For example, it lists 'Refrigerant' at \$120.00, 'Filter' at \$20.00, and 'Circuit Breaker' at \$20.00. It also includes a 'TERMS AND CONDITIONS' section at the bottom.

With a focus on standarization, work flow and information management MO.S.T. strives to increase productivity and revenue while decreasing costs and wasted time.

The system does this by doing the following:

- ✎ Elimination of paper invoices and timesheets;
- ✎ Optimized scheduling means less time travelling between jobs and having the ability to assess skill levels needed on a job means the correct people get sent to the job;
- ✎ Electronic data transfer results in fewer trips to the office and reduction in fuel costs;
- ✎ Electronic payment capture means increased cash flow and reduced receivables;
- ✎ Greater consistency in data input results in fewer errors and enforced company business rules;
- ✎ Reduced phone calls to office through use of instant messenger services;
- ✎ Custom employee tickler system for assigning and tracking tasks;
- ✎ Reduction in dispatcher time by rapidly assigning and monitoring service calls;
- ✎ Reduction in call backs caused by errors and omissions;
- ✎ Better inventory management through accurate parts replenishment reporting;
- ✎ **GREEN AGENDA** which focuses on electronic transfer of customer documents like invoices, installation guides and forms so as to reduce paper output;
- ✎ Capture more service contracts, cross-sell & up-sell revenue;
- ✎ Reduces time spent on service order resolution and billing processes;
- ✎ Eliminates double entry of service tickets;
- ✎ Exceed your competitions professionalism;



With all the software choices out there choosing the *best* system for your business can be challenging and confusing, with many wondering “Which system is the best?”.

The answer quite simply is whichever system best suits **YOUR** needs.

No system can be all things to all people. At MO.S.T. our philosophy is centered around providing a system that will not just duplicate what is already out there but innovate the way you do business.

Let us show you the MO.S.T. system to see if our design philosophy fits your company’s needs.

We look forward to hearing from you so contact us if you have any questions or would like to schedule a guided tour.



MO.S.T. Technology, LLC

Telephone: 480.522.1017

Extension: # 1 (sales)

Toll Free: 1.877.667.8001

1.877.MOST.001

www.mostfor.com



MO.S.T. 

Get the *MO.S.T.* for your business