



mobileX-CrossMIP – the mobile app for technicians

mobileX-CrossMIP is the mobile app for iOS, Android and Windows smartphones and tablets. The intuitive application enables technicians in service or maintenance to process orders quickly and easily on their mobile device. Thanks to the full offline capability, the user has access to all necessary data at all times.



Mobile order processing

With mobileX-CrossMIP all the necessary data about the order processing are available for the service technician on his mobile device - also in dead zones. Via a flexible navigation component he gets fast access to his orders at any time and can easily switch between different lists and modules.



Simple status change

Whether in the job list, or in the details - the technician can change his status with just a few gestures at any time. Depending on the current status the relevant informations can be highlighted so that the most important data are also visible on smaller displays at a glance. Via the status change automatic timing („start-stop functionality“) can be integrated as well.



Feedback, service reports and forms

Via the feedback, the technician records the scope and content of the work he has done in terms of time, material and text. Documents such as photos, service reports and forms with signatures can also be created with it. With the daily report, users can record both order-related and non-order-related working times, such as training courses or internal meetings.



Material logistics

mobileX-CrossMIP also offers functions around material logistics. This includes both the display of the own warehouse as well as the consumption from this. This is then registered via the mobileX-MIP server in the back office system. If there are minimum stocks maintained, there will be an automatical re-order for the vehicle inventory.



Forms and checklists

For using digital forms and checklists in mobileX-CrossMIP, mobileX offers two options: PDF Forms for existing, digital, static forms in PDF format on larger displays and mobileX-CrossForms for new, dynamic, individual forms on smaller displays.



Pool scheduling and local orders

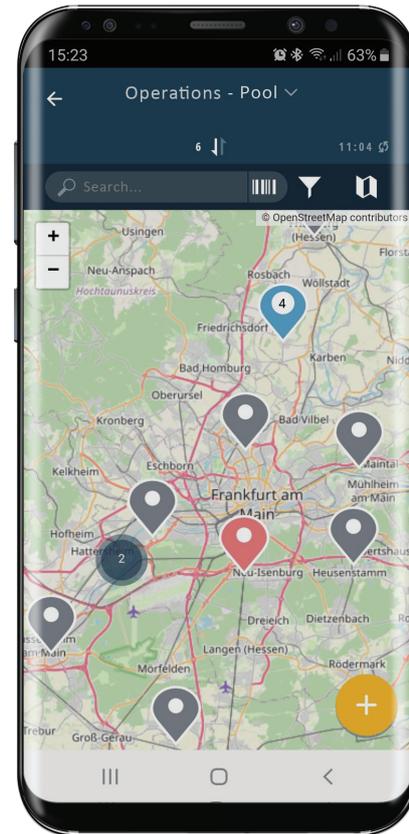
With pool scheduling (self-disposition), a technician who is currently near a site and has time for an order can either reserve the order for himself or take it over directly. He then contacts the customer to arrange an appointment with him. The technician can also create local orders without reference to an existing order.

One app for all cases

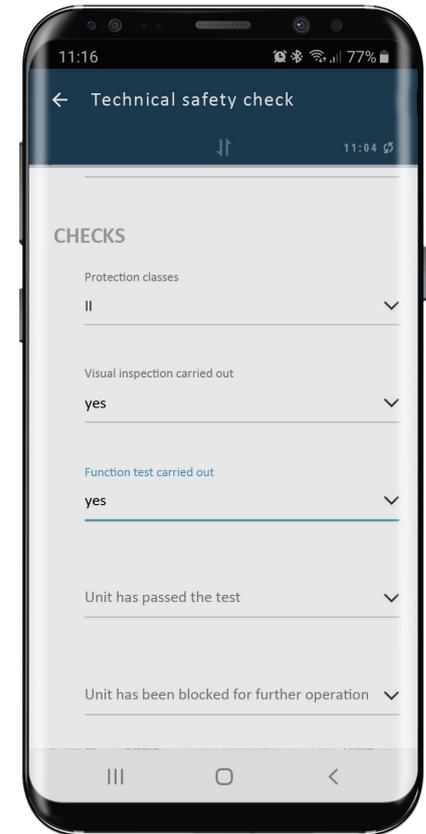
Picture left: mobileX-CrossMIP on iOS. The **dashboard** allows the technician to switch between modules (warehouse, messages, orders) and jump to the current order.



Images middle and right: mobileX-CrossMIP on Android. Overview of **pool operations** showing orders without technician assignment in the map display.



Checklists in mobileX-CrossMIP (here the mobileX-CrossForms) enable the convenient entry of values that are reported back to the ERP system in a structured manner.



Your benefits of using mobileX-CrossMIP



Cost reductions

Digitising order processing offers cost savings of about 20 per cent. These result from time savings (elimination of manual rework), higher productivity of resources, and savings in paper and printing costs.



Improved data quality

The validation of texts during data entry on site as well as the avoidance of media discontinuities through direct transfer to backend systems contribute to a significantly higher data quality.



Increased productivity

Mobile access to the plant history, object data and material logistics helps to avoid queries and thus save time.



More efficient processes

The seamless integration of digital order processing into the deployment planning and backend systems in the company contributes to a cross-departmental optimisation of the entire service and maintenance processes.