

# Service nHand

for Dynamics SL

## The POWER of Dynamics SL Service IN THE PALM OF YOUR HAND

Service nHand gives your technicians and field staff **complete access to Dynamics SL Service** functionality from almost any Windows Mobile PDA or cell phone. The **unique synchronization engine** provides fast updates over Wi-Fi and cellular networks. Service nHand is **easily customizable** and even works with existing SL customizations.

**All Dynamics SL** Service module functionality that a field technician could need is available right in the palm of their hand.

**Service nHand** provides each technician with a customized list of their service calls. Service calls can be quickly accessed with just a tap on the screen. When the central dispatcher dispatches a new service call to a technician, the call is updated in the technician's queue right on his mobile device.

**Once the Service Call** is selected it can be viewed with complete customer information, address, phone number, problem description, customer notes and more.

**The Equipment screen** even allows for review of equipment installed at the customer's location, complete with manufacturer, model, serial number, location and equipment notes. Once the problem is diagnosed, the technician can enter the problem and resolution, time spent on the job and any parts used in the repair. If parts need to be ordered, the items can be added to a Purchase Order for review and approval by Purchasing.

**At the completion of the job**, a check list of tasks helps insure that the technician has completed all activities. Service nHand will even capture the customer's signature and purchase order number for commercial customers. All job information is automatically updated in Dynamics SL. The dispatcher has up to date information as to both the job and technician's status and the technician has up to date information on the next job to be performed. Job site information is captured in real time and because the information always exists in digital form, accuracy is greatly increased and double entry is eliminated.



Fig 1. Main Menu

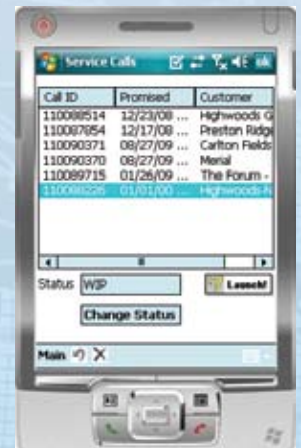


Fig 2. Service Call Queue



Fig 3. Service Call Information

# Service nHand

for Dynamics SL

**The heart of Service nHand** is the powerful synchronization engine that connects to the SL database via any available connectivity to the server, including: WI-FI, cellular, and docked to a PC. The engine synchronizes all new and changed information from the handheld device immediately on connection and then refreshes the handheld device with any new or changed information from the server; a complete exchange takes as little as one minute. Job-specific updates can be done from the field in the background during a documentation cycle, to keep the SL and mobile data matched.

**The key to Service nHand's** flexibility and its ability to perform fast, reliable synchronization over standard cellular connections is its underlying, proprietary synchronization software, not available in any other mobile Dynamics application. This software provides both fast and error free data synchronization over virtually any internet connection.

**Service nHand was designed** and written from the ground up specifically to work with Microsoft Dynamics SL. This is not an interfaced product. Service nHand acts and works like an extension of Dynamics SL because that's exactly what it is.

**Service nHand is fully customizable**, just like Dynamics SL. In fact, existing Dynamics SL customizations can even be ported to Service nHand or new customizations can be created from scratch. There is virtually no limit to the flexibility and expandability of Service nHand.

**Service nHand provides faster communication** between technicians and dispatchers, greater time, parts and billing accuracy, reduced costs and overhead, and most importantly, significant return on investment.

**Available for:**  
Microsoft Dynamics SL 6.5 and 7.0.

Sold exclusively through authorized Microsoft Dynamics partners.  
Contact your partner today.



Fig 4. Time Entry



Fig 5. Signature Capture

Service nHand  
for Dynamics SL

**Distributed by:**

Dynamics Source Inc.

[www.DynamicsSourceSoftware.com](http://www.DynamicsSourceSoftware.com)

[isv@dynamicssource.com](mailto:isv@dynamicssource.com)

866-823-0338

Service nHand  
for Dynamics SL

Service nHand