ServMan Mobile Application Functionality Comparison

Functionality	Brief Description	Platform		
		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Operating System				
Windows	Laptops-Windows Mobile will run on any Laptop with 1280 x 720 resolution or higher running Windows XP SP2 or higher. Tablets-Windows Mobile requires Windows 8 Pro devices and will not run on the less expensive RT processors.Laptops-Windows Mobile will run on any Laptop with 1280 x 720 resolution or higher running Windows XP SP2 or higher.	X		X
Android	Android OS 2.3 (Gingerbread) or more recent		X	
Synchronization	Way in which the Mobile Application Pushes and Pulls Data from the Back Office to the Mobile Device	X	X	X
FTP Sync Server	FTP Synchronization Server used to send xml files to and from the mobile device	X		
ServMan Web Service	Web Service used to send data to and from the mobile device 1. Enhanced reliability. There are fewer points of failure vs. the existing Sync Server. The web service makes a connection to the SQL server for each sync, then closes the connection when complete. Sync Server crashing issues will be eliminated with the web service. 2. The web service is inherently multi-threaded, so many users can connect at the same time without running multiple Sync Server instances. 3. Faster sync speeds. The web service utilizes SQL queries to sync and update data, which greatly enhances the speed vs. the existing Sync Server. 4. Tighter security and removal of FTP protocol. The web service utilizes SSL to encrypt data over HTTPS, vs. unencrypted files using FTP as the transport protocol in the existing Sync Server.		X	X
Standard Sync	A standard synchronization uploads any work orders that were modified on the device and downloads any new orders for the employee.	X	X	X
Full Sync	A full synchronization downloads all critical data needed for operation of Servman mobile. Included in the full synchronization is item lists, task lists, system lists, work types, etc. This synchronization downloads much more data than a standard synchronization, so it is not recommended that a full synchronization is performed very often. A full synchronization should only be performed when initializing a device or when a refresh of Servman data is needed.	X	X	X

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		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Status Synchronization	Click the Status Sync option on the status menu to perform a status synchronization with the Servman Sync Server. This type of synchronization ONLY SENDS an order status update to Servman and does not wait for a response from the Servman Sync Server. This feature is designed for use on wireless networks so users of Servman in the office know the real time status of work orders. Note: In Android there is no option for a Status Sync; however, they are still performed when switching statuses from the Order Menu	X	X	X
Configuration Sync	A configuration synchronization downloads all Android Fragments and Security Templates assigned to the mobile user.		X	X
Item Groups	Ability to filter the downloadable items to a mobile device based on item group assigned to the item in the back office	X	X	X
Customization				
Security Templates	ServMan Development can create Multiple Security Templates for Mobile Users to restrict access to certain screens and editable fields		X	
Custom Mobile Fragments	ServMan Development can Create Multiple Fragment Groups that display varied information on the mobile device based on mobile user and / or work type		X	
Custom Synchronization Scripts	ServMan Development can create Custom SQL Scripts to manipulate downloadable Orders / Quotes and Order Status Behaviors per most Client Specifications		X	X
Custom Screens	ServMan Development can create Custom Mobile Screens for Client Data Capture on Mobile	X	X	X
Custom Control Scripts	ServMan Development can create Custom Actions using LC Code for Mobile Users based on Status or Standard Synchronizations	X		X
ServMan Mobile Messages	Create Custom Text / HTML Email Messages that are selectable by the Mobile User to send professional emails to clients	X	X	X
Menu Options				
View Service History	Search for Client Order History by Name, Address, Phone Number or Account Number	X	X	X
View Service History - Create New Order for Client		X	X	X
View Service History - Create New Quote for Client			X	
View Service History - View Schedule Entries	View Scheduled Dates and Times on Order History		X	
View Service History - System Details	View System Records on Order Systems Tab from Orders in Order History		X	X
View / Get Driving Directions	Available on Windows Mobile ONLY if Microsoft Map Point is installed on the Sync Server. Android will use Google Maps or the application Waze	X	X	X
Print and Email Back Office Work Order / Quote Format to Client in PDF Format	Email comes from client specified email address and NOT the mobile users email		X	X

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Print and Email Advanced	Print and Email Back Office Work Order / Quote Format to Client in PDF Format with an attached Signature Page (Supports up to 5 signatures) and any Order Documents selected		X	X
Print Back Office Work Order / Quote Format to Order / Quote Documents Tab in PDF Format	Print and Email Back Office Work Order / Quote Format in PDF Format and save to Order / Quote Documents tab in Back Office. Used mainly for "Presentation Pieces" to show Clients Quotes etc.		X	X
Print Order / Quote to Mobile Printer using Mobile Format	Windows Mobile Supports Multiple Print Format Options for Orders and Quotes	X		X
Create New Work Order from Existing Work Order		X	X	X
Create New Quote from Existing Work Order		X	X	X
Create Quote Options	Create Linked Quotes to be used for "Good, Better, Best" Option Scenarios	X	X	X
Create Follow Up Order			X	
Time Clock	Allows Mobile Users to Punch the Time Clock which is used in the ServMan Payroll Module	X	X	X
Time Clock - Add Time Clock Entries		X	X	X
Time Clock - Remove Time Clock Entries		X	X	X
Time Logging	Allows Mobile User to log time to Jobs / Orders / Quotes for Payroll Purposes (Seen on Log Time / Expenses tab of Schedule Board)	X	X	X
Time Logging - Add Entry		X	X	X
Time Logging - Edit Entry		X	X	X
Time Logging - Delete Entry		X	X	X
Time Logging - Allow Time Logging for Others	Allow Mobile User to Log Time for Other Employees	X	X	X
Time Logging - Specify if Time is Billable, Non-Billable or Contract		X		X
Time Logging - Specify Department			X	
Orders / Quotes List	All orders can be viewed in a list view displaying the order date, order time, work type and company name. The application will store a pre-configured amount of work orders (configured at Servman Synchronization Server) on the device which will be processed during synchronization. A user can enter any of the work orders to detail the order from the open order list view	X	X	X
Orders List - View Appointments	View Appointments Scheduled to the mobile user	X	X	X
Orders List - Edit Appointments	Edit Appointments Scheduled to the mobile user	X	X	X
Order List - View Drop Down	Toggle between Order List views by changing the status drop down. Order List can display orders from one of the following:	X	X	X
Show All Open (Show Pending in Android)	Displays all open orders and scheduled quotes stored on device sorted by date scheduled	X	X	X

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		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Show All Closed	Displays all orders and quotes switched to a status of Complete stored on device sorted by date scheduled.	X		X
Open by Date	Displays all open orders and scheduled quotes on a specific date sorted by time scheduled.	X		X
Closed by Date	Displays all Completed orders and quotes on a specific date sorted by time scheduled.	X		X
Show Quotes	Displays all employee's quotes not closed in Servman. This option will be hidden if employee is not set up in Servman as able to create quotes. Note: Android still shows Quotes but it does not give the option to show ONLY Quotes	X		X
Unscheduled	Displays all unscheduled orders for employee that are not completed.	X		X
Show All	Displays All Downloaded Orders		X	
Show Completed	Displays All Downloaded Orders that are in a Complete Order Status		X	
Order List - Sorting Columns	Click on the column header of the order list view to sort the orders by the column title. The sorting method is by descending order.	X	X	X
Order List - Preview Pane	Highlight an order in the list view to display detailed information about the order. The information displayed is a user configured information field (See User Configurations), but the default information is a combination of the ServMan request and customer info fields.	X		X
Order List - Change Status on Order from Order List	Highlight an order in the list view to display detailed information about the order in the preview pane. To change the order status of the order, tap the Status menu item to display the list of status codes available. The list of available status codes will be displayed, with the current status of the order checked. Click on the new status in the menu to change the status.Highlight an order in the list view to display detailed information about the order in the preview pane.	X		X
Order List - Print Order from Order List	Highlight an order in the list view to display detailed information about the order in the preview pane. To print the order, tap the Tools / Print Order menu. To print the order, align the device with the printer and click OK on the print warning dialog. To cancel the print job, click Cancel on the print warning dialog.	X		X
Order Detail	Orders/ Quotes displayed in the order list can be entered to add / modify detailed information about the work order. Multiple tabs are available for detailing order header and order detail information, as well as payment information, signature captures, etc.	X	X	X

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Functionality	Brief Description	Platform		
		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Order Detail - Set Status from within an Order	To switch the status of an order / quote while detailing an order / quote, click on the Status menu item (Set Status in Android). The list of available status codes will be displayed, with the current status of the order checked. Click on the new status in the menu to change the status	X	X	X
Order Detail - General Tab	Shows General Information about the Order / Quote	X	X	X
Order Detail - General Tab - Order Number	Read Only. User can not change order number on orders synchronized with Servman.	X	X	X
Order Detail - General Tab - Account Number	Read Only. User can not change order number on orders synchronized with Servman.	X		X
Order Detail - General Tab - HW Ord #	HW Order # for order.	X		X
Order Detail - General Tab - Job ID	Job ID for order.	X		X
Order Detail - General Tab - Work Type	Work type for order. Can be selected from list of work types.	X	X	X
Order Detail - General Tab - Department	Department for order. Can be selected from list of Departments.	X		X
Order Detail - General Tab - Customer PO	Customer PO for order	X		X
Order Detail - General Tab - Unsched	Can be checked to mark order as "Unscheduled" in Servman or unchecked to schedule order for employee using handheld.	X		X
Order Detail - General Tab - Terms	Order/Quote Terms		X	
Order Detail - General Tab - Schedule	The Order/Quote Schedule Information which when pressed opens a screen to allow the mobile user to edit this information and re-schedule the Order/Quote		X	
Order Detail - General Tab - Contract Information	If the Client has an Active Contract this will display the same information as the PIM Window in the ServMan Back Office Application		X	
Order Detail - General Tab - Date	Schedule date for order. Can be modified to reschedule order.	X		X
Order Detail - General Tab - Time	Time scheduled on schedule date for order. Can be modified to reschedule order.	X		X
Order Detail - General Tab - Duration	Expected Duration for order. Can be modified.	X		X
Order Detail - Set Time to Completion	Allows the Mobile User to specify their estimated time to complete the Order/Quote based off of the Current Time. This will be reflected in the Schedule Board Entry in the Back Office ServMan Application		X	
Order Detail - General Tab - Request	User configurable information field from ServMan Synchronization Application. Information can be added or deleted in edit control.	X		X
Order Detail - General Tab - Request	Read Only. Request / Comments field for the Order/Quote		X	
Order Detail - General Tab - Info. Button	Click on Info to display General Information for order. Is user configurable. Defaults to address information.	X		X
Order Detail - General Tab - Request Button	Click on Request to display Request / Comments for order. Can be modified by user.	X		X

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Functionality	Brief Description	ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
		Platform		
Order Detail - General Tab - Notes Button	Click on Add Notes button to display the Notes dialog. Free form or handwritten notes can be attached to an order viewed in Servman within the order after being synced.	X		X
Order Detail - General Tab - Reason Button	Click on Reason Button to display the Reason Dialog. Cancellation Reasons and Details can be entered here.	X		X
Order Detail - General Tab - Order / Client Contact	Fields for the Order Contact and Client Contact Information. Can be modified by user.	X		X
Order Detail - General Tab - Location Address	Order/Quote Service Address. Can be modified by user.		X	
Order Detail - General Tab - Contact	Order/Quote Contact Name		X	
Order Detail - General Tab - Phone	Order/Quote Contact Phone Number. Pressing allows user to Call or Text Message the Number		X	
Order Detail - General Tab - Price Book	Price Book associated with Order / Quote. Can be selected from list of Price Books.	X		X
Order Detail - Client Tab				
Order Detail - Client Tab - Order Name	Order/Quote Client Name. Can be modified by user.	X	X	X
Order Detail - Client Tab - Address1	Address1 Field for the Order / Quote Location Address. Can be modified by user.	X	X	X
Order Detail - Client Tab - Address2	Address2 Field for the Order / Quote Location Address. Can be modified by user.	X	X	X
Order Detail - Client Tab - City / State	City and State Fields for the Order / Quote Location Address. Can be modified by user.	X	X	X
Order Detail - Client Tab - Zip	Zip Code Field for the Order / Quote Location Address. Can be modified by user.	X	X	X
Order Detail - Client Tab - Contact Name	Contact name of primary contact on the account. Can be added / modified by opening First / Middle / Last name dialog	X	X	X
Order Detail - Client Tab - Phone 1	Office phone number of primary contact on the account. Can be modified by user.	X	X	X
Order Detail - Client Tab - Phone 2	Mobile phone number of primary contact on the account. Can be modified by user.	X	X	X
Order Detail - Client Tab - Fax No.	Fax number of primary contact on the account. Can be modified by user.	X	X	X
Order Detail - Client Tab - Email Address	Email address of primary contact on the account. Can be modified by user	X	X	X
Order Detail - Item Search	Accessible from various screens allowing user to search for items by Primary and / or Sub Category, Item Number or Item Description	X	X	X
Order Detail - Add Stock or Non-Stock Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Parts ServMan Mobile Android = Order Detail Tab --> Add Flat Rate Item	X	X	X
Order Detail - Add Labor Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Labor ServMan Mobile Android = Order Detail Tab --> Add Labor	X	X	X

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Functionality	Brief Description	Platform		
		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Order Detail - Add Flat Rate Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Flat Rate ServMan Mobile Android = Order Detail Tab --> Add Flat Rate	X	X	X
Order Detail - Add Multiple Flat Rate Items	ServMan Mobile Android = Order Detail Tab --> Add Multiple Flat Rates		X	
Order Detail - Allow Flat Rate Item Price Selection from Search Results	ServMan Mobile Android = Order Detail Tab --> Add Multiple Flat Rates		X	
Order Detail - Add Template Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Template ServMan Mobile Android = Order Detail Tab --> Add Template	X	X	X
Order Detail - Add Multiple Items at a time (Only Allows Multiple Stock or Non-Stock Items to be added at a time)	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Parts ServMan Mobile Android = Order Detail Tab --> Add Multiple Items	X	X	X
Order Detail - Add Expense Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Parts ServMan Mobile Android = Order Detail Tab --> Add Stock or Non-Stock Item	X	X	X
Order Detail - Add Service Items	ServMan Windows Mobile Tablet Edition = Detail Tab --> Add Labor ServMan Mobile Android = Order Detail Tab --> Add Stock or Non-Stock Item	X	X	X
Order Detail - Barcode Scanning for Item Entry	Available on devices with integrated bar code scanners or support connecting a bar code scanner via blue tooth or USB. Bar Code Scanner must act as a Keyboard Wedge.	X		X
Order Detail - Indicate Parts Required	Check Parts Required Box to indicate Part is Required and set Required By Date. Will set detail item to Orange on Order Detail in the Back Office after a Standard Sync	X		X
Order Detail - Show all Flat Rate Pricing	Shows all Flat Rate Pricing associated with a Flat Rate Item	X	X	X
Order Detail - Show all Flat Rate Pricing from Search Results	Shows all Flat Rate Pricing associated with a Flat Rate Item		X	
Order Detail - Show Flat Rate Helpers, Time and Material Costs from Search Results	Shows Helpers, Time and Material Costs associated with a Flat Rate Item		X	
Order Detail - Load / Show Components	Shows all Component Items associated with Flat Rate and Template Items	X	X	X
Order Detail - Edit Item		X	X	X
Order Detail - Delete Item		X	X	X
Order Detail - Shuffle Item Order	Allows the mobile user to change the order in which the Order/Quote Detail items are displayed		X	
Order Detail - See Item Extended Pricing BEFORE Adding to Order Detail	Extended Price field displays Quantity * Price based on value in Quantity Field BEFORE adding the Item to the Order Detail		X	
Order Detail - Specify System for which Item was used	User can specify the Client System Record to which an Item was used	X	X	X
Order Detail - Filter Detail by Item Type	Allows mobile user to filter their Order Detail by Item Types (Labor, Materials, FlatRate and Equipment)		X	

Functionality	Brief Description	Platform		
		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Order Detail - Notes Tab	Allows the mobile user to add a Note to the Order/Quote that can be viewed by the back office on the Notes tab	X	X	X
Order Detail - Notes Tab - Add Note		X	X	X
Order Detail - Notes Tab - Edit Note Created by Another User		X		X
Order Detail - Notes Tab - Delete Note Created by Another User		X		X
Order Detail - Notes Tab -Edit Note Created by Mobile User		X	X	X
Order Detail - Notes Tab -Delete Note Created by Mobile User		X	X	X
Order Detail - Notes Tab -Indicate Note to be Printed on Order / Quote		X	X	X
Order Detail - Systems Tab	All client systems or only those systems on the order may be viewed on the Systems tab. Systems can also be viewed by location by selecting the appropriate location on the Location drop down.	X	X	X
Order Detail - Systems - Add System		X	X	X
Order Detail - Systems - Edit System		X	X	X
Order Detail - Systems - Parts Warranty Date	Editable field related to the System Parts Warranty	X		X
Order Detail - Systems - Labor Warranty Date	Editable field related to the System Labor Warranty	X		X
Order Detail - Systems - Purchase Date	Editable field related to the System Purchase or Install Date	X	X	X
Order Detail - Systems - Search by Serial No / Desc / ItemNo		X		X
Order Detail - Systems - Filter by Completed Task		X		X
Order Detail - Systems - View Systems On Order Only		X	X	X
Order Detail - Systems - View All Client Systems		X	X	X
Order Detail - Systems - Add System to Order		X	X	X
Order Detail - Systems - View System Service History	Allows mobile user to see order history where System was attached to the Order Systems Tab		X	
Order Detail - Systems - View System Equipment	Allows mobile user to view equipment attached to the System Record	X		X
Order Detail - Systems - Add System Equipment		X		X
Order Detail - Systems - Change System Sequencing	Allows mobile user to set the sequence number on the Client Systems - used for clients who follow a "walking-path" work flow	X		X
Order Detail - Client History Tab	Allows the mobile user see the last 20 of the Clients Orders		X	
Order Detail - Client History - Download Historical Orders	Downloads selected Order to mobile users device allowing them to view information. Order is removed from user device upon next Standard Sync		X	
Order Detail - Tasks Tab	Allows the mobile user see the Tasks attached to the specific Order	X	X	X
Order Detail - Tasks - Filter by System Location	Filter Order Tasks by System Location	X		X

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		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Order Detail - Tasks - Filter by System	Filter Order Tasks by System	X		X
Order Detail - Tasks - Add Task		X	X	X
Order Detail - Tasks - Edit Task		X	X	X
Order Detail - Tasks - Delete Task		X	X	X
Order Detail - Tasks - Enhanced Tasking Supported	Enhanced Maintenance Tasking Options Supported (Drop Downs for Readings, Comments Required etc.)	X	X	X
Order Detail - Tasks - Associate Task with a System Record			X	
Order Detail - Documents Tab	Allows the mobile user see and download any Documents attached to the specific Order/Quote	X	X	X
Order Detail - Documents - Add Picture	Add Image taken with Device Camera	X	X	X
Order Detail - Documents - Add Video	Add Image taken with Device Video Camera		X	X
Order Detail - Documents - Add Document	Add Documents from applications on the device that support file browsing	X	X	X
Order Detail - Documents - Download and View Client / Order Documents	When there are files on the Order/Quote Documents tab in the ServMan Back Office Application the mobile user will see "server\filename". A Long press of the document name or on the Order Documents screen will open a menu with the option to download		X	X
Order Detail - Signature Capture Tab	Tab showing all signatures captured with downloaded order / quote		X	
Order Detail - Signature Capture - Signature Time and Date Stamp visible to Mobile User	Date and Time of Signature Capture visible to Mobile User		X	
Order Detail - Totals / Payment Tab	One Tab in ServMan Windows Mobile Tablet Edition and 2 separate tabs in ServMan Windows Mobile and ServMan Mobile Android	X	X	X
Order Detail - Totals / Payment - Terms	Order/Quote Terms	X		X
Order Detail - Totals / Payment - Price Book	Price Book associated with Order / Quote. Can be selected from list of Price Books.			
Order Detail - Totals / Payment - Enter / Modify Tax Codes	Allows mobile user to enter and / or modify tax codes associated with the Order / Quote	X	X	X
Order Detail - Totals / Payment - Total Labor	Total of Labor Items on Order Detail	X		X
Order Detail - Totals / Payment - Total Material	Total of Stock or Non-Stock Items on Order Detail	X		X
Order Detail - Totals / Payment - Total Tax	Read-Only	X	X	X
Order Detail - Totals / Payment - Total Tax Recalculate	Recalculate Tax based on changes made to Tax Codes on Order	X	X	X
Order Detail - Totals / Payment - Total Due	Read-Only	X	X	X
Order Detail - Totals / Payment - Sub Total	Read-Only		X	
Order Detail - Totals / Payment - Total Paid	Read-Only	X	X	X
Order Detail - Totals / Payment - Processed Transactions	On the Windows Mobile Platform this shows Credit Card Transactions. On the Android Platform this will show all Payments Captured (Check, Cash and Credit Card)	X	X	X
Order Detail - Totals / Payment - Obtain Cash Payment		X	X	X

Functionality	Brief Description	Platform		
		ServMan Mobile Windows Tablet Edition (FTP)	ServMan Mobile Android	ServMan Mobile Windows Tablet Edition (Web Service)
Order Detail - Totals / Payment - Obtain Check Payment		X	X	X
Order Detail - Totals / Payment - Obtain Credit Card Payment		X	X	X