Intellicom

INTELLICOM CONNECT · HARDWARE FOR YOUR ERP



Intellicom Connect Field

Every call, ticket and vehicle in one place.

Calls are not logged against the customer, technicians go out without the job in hand, and nobody knows where the vehicles are. We connect phones, tablets and tracking data to Intellicom CRM, Service Desk and ERP.

MADE FOR

- Service and repair businesses
- Companies with technicians on the road
- Sales and support teams on the phone
- Owners of vehicle fleets

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WHAT YOU CAN DO

What is in the kit and how it works

01 Desk phones and cordless handsets on your phone system

02 Rugged tablets for technicians

03 QR tags that open an asset or a fault form

04 Connection to your vehicle tracking provider where it offers an interface

05 Calls are written to the customer or ticket by a bridge we set up on the phone system

06 Technicians work in the browser on a tablet

INSIDE THE PRODUCT

In detail

What is included

- Desk phones and cordless handsets on your phone system
- Rugged tablets for technicians
- QR tags that open an asset or a fault form
- Connection to your vehicle tracking provider where it offers an interface

How it connects

- Calls are written to the customer or ticket by a bridge we set up on the phone system
- Technicians work in the browser on a tablet
- Vehicle data is posted to the ERP vehicle log, after we confirm your provider's interface in writing

What we do

- We choose the right kit with you and supply it
- We install it and connect it to your system
- We test it with your own data and train your people
- We keep it running every month with Connect Care

Good to know

- In-vehicle cameras are not part of this offer. Tracking staff needs a written policy under POPIA, and we help you write it.

BETTER TOGETHER

Works with your Intellicom systems

- **Intellicom Service Desk**
- **Intellicom CRM**
- **Intellicom ERP**

GETTING STARTED

How it starts

01

Free assessment

Thirty minutes. We look at your devices and your system and tell you plainly where we would start.

02

Written plan and quote

What is ready now, what needs extra work, and the cost, in writing before you decide.

03

Install, connect, test

We supply and set up the devices, connect them to the system and test with your own items and people.

04

We stay on

Monthly care keeps it working through updates, firmware changes and the odd failed device.

THE CONNECT SERVICE

We choose it, connect it and look after it

Chosen for you

Hardware tested for the job and supplied through South African distributors, quoted once together with the set-up.

Connected to your system

We connect each device to your Intellicom products, so a scan, a check-in or a reading lands where it belongs.

Tested with your own data

We try it with your own items, people and documents before we call it done, and train your team.

Looked after

Connect Care covers monitoring, updates and a help line, with the same helpdesk that looks after your system.

Book a free assessment for Intellicom Connect Field

Thirty minutes: we look at your devices and tell you plainly where we would start.

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