

ApCare : Simply manage your work on site



Microsoft
Dynamics 365



Microsoft
Azure

Improve your on-site customer service

With ApCare, your representatives will be better organized during their tours and more effective during the intervention. You will be able to control their planning more efficiently and access their intervention report in real time.

Functionalities :

Intervention Management

- The technician receives a notification whenever an intervention is assigned to him
- Acceptance / Refusal of intervention
- Useful information
- Viewing the last interventions
- Geolocation of future interventions

Reporting by repair

- Before and after pictures
- Completed actions
- Exchange of material possible
- Results analysis

Quality Monitoring

- Timing of the intervention
- Report of the intervention signed electronically
- Rating of service

Our company proposes to deploy and maintain fleets of telephones and tablets in company. The ApCare solution has enabled us to efficiently manage our Digicoachs which intervene on the site of our customers to repair their mobile terminals. We have better quality incident monitoring and we can analyze precisely the points of improvement. Finally, our image grows and our customers appreciate our reactivity and the digital aspect of our exchanges.

Thierry Davigny - CEO DIGITIM