

Backed by a leading software engineering company



Gold Application Development
Silver Application Development
Silver Cloud Platform



Established in 2001, BlastAsia is one of the largest software product engineering companies in the Philippines. Drawing from almost two decades of building commercial software for independent software vendors from all over the world, as well as a decade of developing its own startups, BlastAsia has built the no-code development platform Steer to help companies create transformative digital solutions without writing a single line of code.

BlastAsia is ISO certified in Quality Management Systems (QMS) ISO 9001:2015, and in Information Security Management Systems (ISMS) ISO/IEC 27001:2013 for Outsourced Product Development, Research, and Development, and Software Quality Testing. BlastAsia is also a Microsoft Gold Partner for Application Development and Cloud Platform.



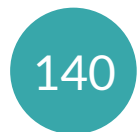
Years in
Operation



Fields of
Expertise



Countries
Served



Total
Headcount



Elevate your field service operations

Grow your installation, maintenance, and repair service business through connected field service management

Key Challenges among Senior Management in Field Service Organizations

74%

Increasing field technician efficiency

53%

Ensuring that their field workforce is operating at optimal efficiency and productivity

46%

Keeping up with increasing customer demands

30%

Improving employee engagement

27%

Remaining competitive



*from Field Technologies Online survey

Improve customer experience and yield higher team performance through mobile & web field service management solutions

DIESEL ENGINE SERVICE REQUEST

EngineCentral
123 Company Address Drive
Fourth Floor, Suite 412
Company City, NY 11101
321-654-9870
email address

CLIENT NAME	
CLIENT PHONE	
CLIENT EMAIL	
ORDER DATE	EXPECTED START DATE
WORK AUTHORIZED BY	
WORK DESCRIPTION	
ADDITIONAL COMMENTS	
SERVICE & LABOR DESCRIPTION	
PARTS & MATERIALS DESCRIPTION	
WORK ORDER COMPILED BY	
CLIENT APPROVAL NAME AND TITLE	
APPROVING PARTY SIGNATURE	
DATE OF APPROVAL	

CREATE REQUEST

Diesel Engine Service Request

Subject
Diesel Engine Service Request

Service Request Details

Customer Name
Nico De Jesus

Email
qrdummyemployee3@yopmail.com

Contact Person
Nico De Jesus

Location
Pasig

Address
35th floor Orient Square

Product Brand
Detroit

Product Model
Model 2020

Save as Draft Submit

BOOST FIELD STAFF PRODUCTIVITY

Yield **40% improvement in productivity among in-house/3rd-party technicians** by empowering them with the right tools and information while in the field

SIMPLIFY WORK ORDER PROCESSING

By reliably assigning and instantly scheduling the right field staff for the job, enjoy **a 20% hike in service response time**

ENHANCE CUSTOMER SATISFACTION

Provide customers with easy online booking and improved quality from **20% better first-time fix rate and 95% rate for meeting SLAs**

Steer's Field Service Management solution makes your operations more transparent and efficient for your team and your clients



Client

on their smartphone

Files a service request,
receives reminders and
settles payment



Dispatcher

on their desktop

Receives and assesses the
request and routes the
work to the field staff



Field Staff

on their tablet

Gets notified on the job
details, does the task, and
submits the report



Manager

on their desktop

Sees reports across
services and all active
work orders

**Steer's Field Service Management solution works
for businesses at any size, type, and business model**



**HVAC
Services**



**Heavy Machinery
& Auto Services**



**Industrial
Engine MRO**



**Engineering
Services**



**Facilities
Maintenance**



**Residential
Maintenance**

Boost Field Staff Productivity

CHECKLISTS

Whether it's a regular maintenance, repair, or overhaul service, give your technicians the right checklist for the right kind of service and corresponding product

FILE UPLOADS

Let technicians upload photos of their work and other documents that are needed upon completion of the service for instant quality check

ACCESS TO MANUALS & VIDEOS

Provide junior field staff instructional materials for highly-specialized equipment so they can get the job done right the first time around

UPGRADE/ADD-ON SALES

Enable field staff to offer and quote upgrades and add-ons while on-site where customers can instantly approve the offer

The screenshot shows a mobile application interface for a service request. At the top, there's a header 'REQUEST' with a sub-header 'TYPE: OPERATIONS | DIESEL ENGINE SERVICE REQUEST'. Below this, it says 'SUBMITTED BY: JOHN DOE' and 'TICKET CODE: 202002-CB3NDY'. There are five buttons: 'SAVE CHANGES' (green), 'APPROVE' (blue), 'REJECT' (red), 'REJECT AND REVIEW' (orange), and 'PRINT' (grey). Below the buttons is a section titled 'INSPECTION/REPAIR CHECKLIST'. It includes a date field 'Date of Visit: 14-10-2020' and a technician field 'Technician: Bryan Reyes'. There are two image upload sections: 'Image Before' and 'Image After', each with a 'Choose a file' button. Below these is a table titled 'CHECKLIST ITEMS' with a search bar. The table has five columns: 'Service Type', 'Checklist Item', 'Condition', 'Action Performed', and 'Remarks'. The first row is 'Repair' with 'Oil levels are correct'. The second row is 'Repair' with 'Radiator core for fouling'. The third row is 'Repair' with 'Radiator hose condition'. The fourth row is 'Repair' with 'Block heater working'. The fifth row is 'Repair' with 'Checklist item'. The sixth row is 'Repair' with 'Checklist item'. The seventh row is 'Repair' with 'Checklist item'. The eighth row is 'Repair' with 'Checklist item'.

Simplify Work Order Processing

SCHEDULING & DISPATCHING

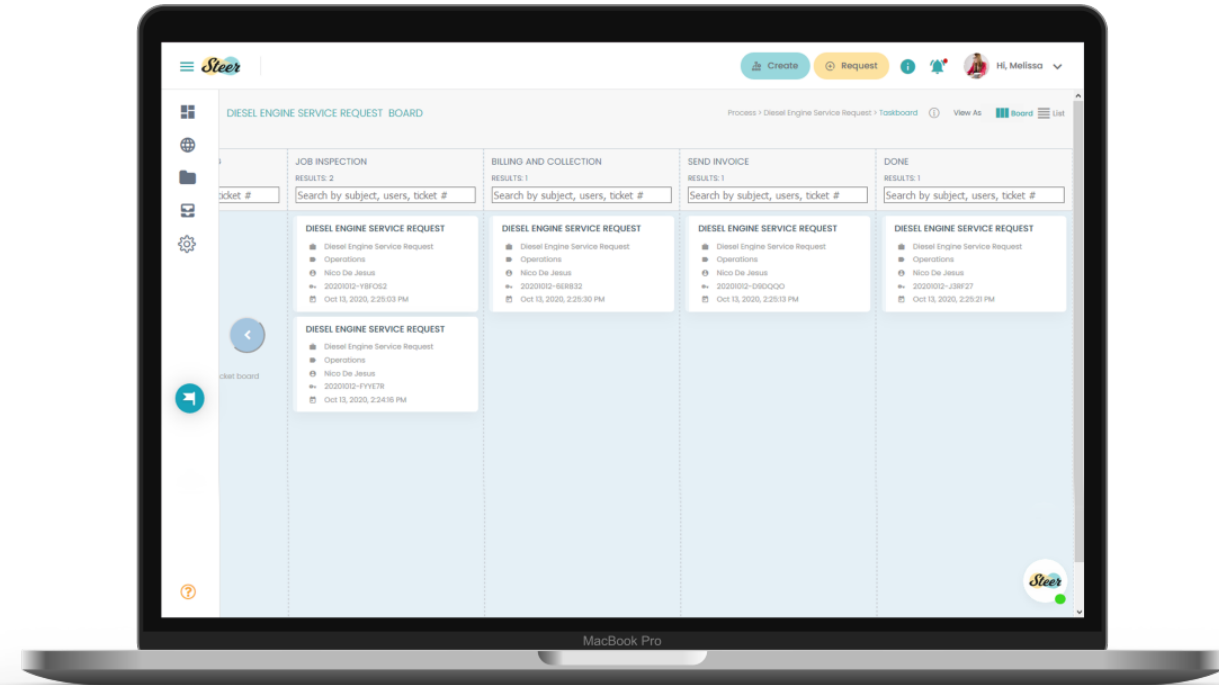
See all field staff's schedules across the day/week so you can assign work more efficiently

REAL-TIME STATUS UPDATES

Get a snapshot of all the ongoing tasks and get instant status updates of each stakeholder

SERVICE TO INVOICING HANDOVER

Swiftly get up-to-date and accurate service information to invoice clients faster



Enhance Customer Satisfaction

ONLINE BOOKING

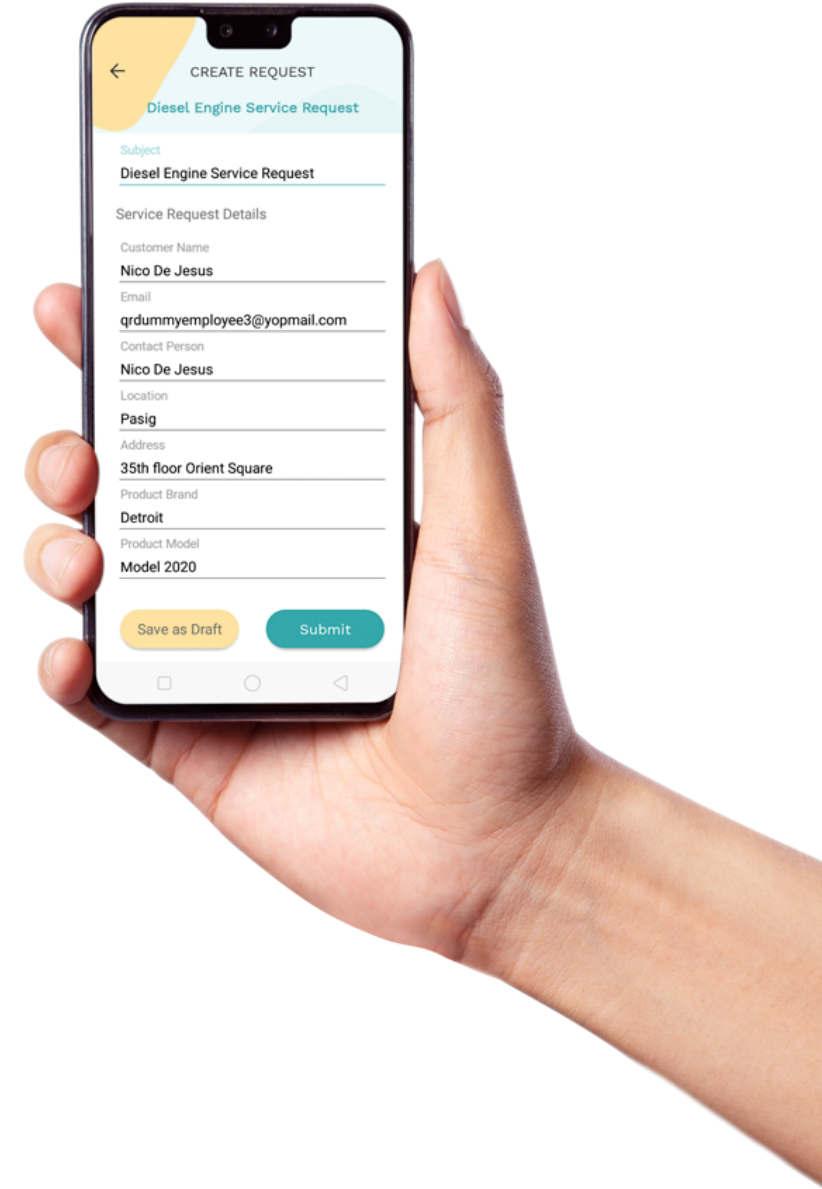
Enable customers to file for a service request by filling out a custom form on your website or via a custom mobile app

NOTIFICATIONS

Have custom notifications via email, in-app, or SMS to keep your clients in the loop at before, during, and after the scheduled service

ELECTRONIC SIGNATURES

Let customers sign off service/product quotes and work completion directly on a smartphone or tablet



Other things inside the Solution



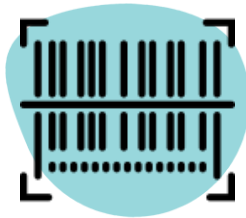
STREAMLINED INVENTORY TRACKING

Keep tabs of toolbox, parts, and consumables released and get notified if you're running out of certain items



INSTANT VIEW OF METRICS

Get up-to-date reports on various metrics that you follow such as SLA compliance, inventory levels, attendance, etc.



BARCODE/QR CODE SCANNING

Remove manual data entry through smart scanning of barcodes or QR codes directly from the staff's mobile app



INTEGRATION WITH ACCOUNTING SYSTEMS

Connect Steer to your accounting system to generate invoices faster and with minimal errors

Streamlining periodic equipment maintenance by enabling field workers to fill out complex online forms using a tablet



- Customers to schedule PMS online
- Assigning schedules to field service crew
- Tracking of activities done by crew
- Connect activities to billing
- Monitoring for renewal of contracts

DL-00015 PMS

TYPE: OPERATIONS | PMS PROCESS
SUBMITTED BY: SYSTEM ADMINISTRATOR
TICKET CODE: 20200711-KC6VLT

MAINTENANCE REPORT
Legend: INP - Inspected | CLN - Cleaned | ADJ - Adjusted | RLC - Replaced | N/A - Action not Applicable

Actual Date of Visit	Start Time	End Time
Task Rendered	Unit Service	Assisted By

MAINTENANCE ITEM	CONDITION	ACTION TAKEN
Outer part of the dispenser	DL 00035 Actual Condition 3	Action Taken RLC
All the electrical wirings [Internal External]	Condition	Action Taken
Water source inlet connections	Condition	Action Taken
Drain water connection	Condition	Action Taken

Steer in Action



[Watch on YouTube ->](#)

Additional Use Cases



3rd-Party Contractor Management

Have greater market reach by expanding your operations through accredited partners

- Accreditation management
- Job order management
- Partner inventory tracking
- Payout management



eCommerce & Installation Management

Boost your product distributorship/ retail business by selling and managing fulfillment online

- Online ordering
- Sales order processing
- Warehouse pick-and-pack
- Product dispatch & installation



Managing various business activities



CONTRACT MANAGEMENT

Access contract information to determine which services need to be billed as well as get notified once a contract is up for renewal



SALES PIPELINE MANAGEMENT

Manage the entire sales process - from receiving online inquiries to sending quotations, to automated follow-ups



NEW CUSTOMER ONBOARDING

Automate the processing of new customers such as extracting data from uploaded documents and verifying them



COLLECTION MANAGEMENT

Streamline the escalation workflow for follow-ups on invoices to clients



PROCUREMENT MANAGEMENT

Create a mobile-friendly approval workflow for inventory items that need to be replenished

Introductory Prices:

Standard License & External Access Add-On

STARTER PACK

*Standard License;
Ideal for internal team members*

FEATURES

- Shared cloud hosting with dedicated database
- Access to unlimited number of processes
- Inclusive of process design, work management, and reports modules
- Inclusive of Steer web app and mobile app

SERVICES

- 1-hour Onboarding Support
- Knowledgebase Access
- Chat Support & Ticketing

STARTS AT

\$50/month

ANNUAL BILLING

STARTS AT

\$60/month

MONTHLY BILLING

Standard License for first 5 Users
(\$10/\$12 per month per additional user)

EXTERNAL ACCESS

Ideal for public access and integration

FEATURES

- Applicable to external users (customers, partners, or vendors)
- Applicable to 3rd-party apps (for API integration)

STARTS AT

\$0.1/request

SINGLE UPRONT PAYMENT

2,500 requests or form submissions at
\$250/block, valid for 12 months. Additional
blocks can be purchased as required.

Available Add-Ons & Services

INTEGRATION BOT

\$49/mo

ANNUAL BILLING

Single Editor
Access; can be
used for multiple
workflows

COGNITIVE FORM RECOGNIZER*

\$49/mo

ANNUAL BILLING

Single Editor
Access

IOT ADD-ON

\$49/mo

ANNUAL BILLING

Per Solution, up
to first 50
devices
(device cost
excluded)

PREMIUM SUPPORT SERVICES

On-Demand Online User
Training & Product
Troubleshooting

Integration &
Data Migration

Mobile App Configuration
& Maintenance

IoT/AI Tools
Setup

\$2000/ Block

CUSTOM FRONT-END DEVELOPMENT

Architecture

UI/UX Design

Mobile/Web Development

QA & VAPT

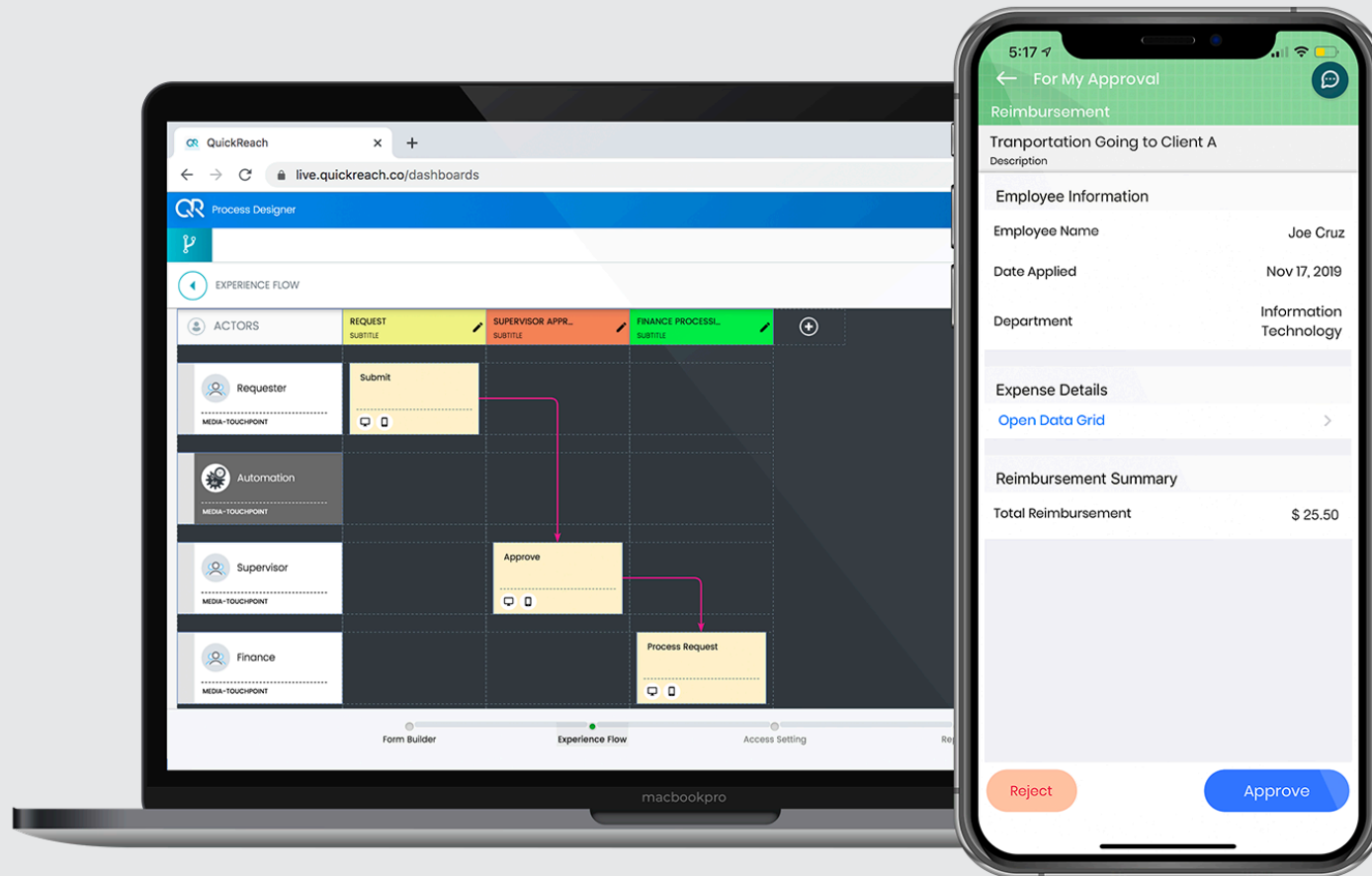
Good for 40 man-hours.
Additional blocks can be
bought as needed.

*powered by Azure Cognitive Services; setup & training not included. Other Azure Cognitive Services: facial & handwriting recognition, speech recognition/speech-to-text, content moderation, anomaly detector

About Steer



Steer is a No-Code Development Platform



- A No-Code Platform empowers businesses to build software without coding, enabling digital transformation
- The strength of Steer lies in **digitizing and automating** backend processes and **"uberizing"/enabling self-service** for clients and partners

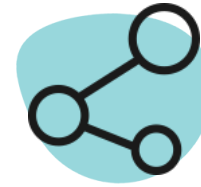
The Steer Advantage



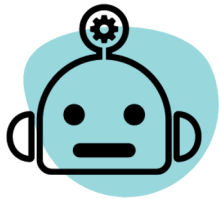
Visual Drag-and-Drop
form & process design



Unlimited Solutions
for one user license



Easy Extendability
integration with core systems



Built-in Robot
to automate activities



Data Visualization
on web or mobile



IoT & AI Capabilities
to make apps smarter

Digital Solutions created with Steer span across industries and departments, whether you start from scratch or build using one of our templates



Solutions for Customers

Enable convenient and efficient interactions with your team

EXAMPLES

KYC & Onboarding
eCommerce Order Management
Claims & Renewals (insurance)



Solutions for Teams

Empower your internal staff to get work done anywhere

EXAMPLES

Reimbursement Approvals
Budget Approvals
Asset Inventory Tracking



Solutions for Partners

Streamline processes to improve vendor/distributor relations

EXAMPLES

Distribution Management
Procurement
Vendor Accreditation

How does Steer digitize, automate, and integrate processes to deliver transformative custom apps?

Steer

INTERFACES



INTERNAL TEAM
WEB/MOBILE APP

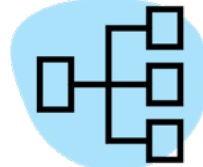


PUBLIC ACCESS:
WEB WIDGET,
MOBILE APP,
CHAT BOT

APP BUILDER



RECORDS



PROCESSES



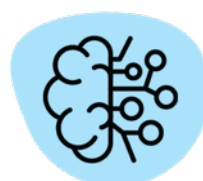
REPORTS



DATA MGMT



AUTOMATION



IOT | AI | Chatbot

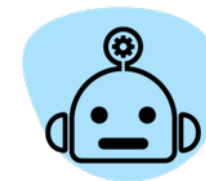
INTEGRATION



PRE-BUILT
INTEGRATIONS



API



INTEGRATION BOT

EXISTING CORE SYSTEMS



ERP



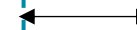
CRM



HRIS



OTHER 3RD-PARTY
SYSTEMS





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