



FieldFlow

FIELD SERVICE FOR SAP BUSINESS ONE

From the service call to the **paid invoice**.

FieldFlow runs field service on SAP Business One: the office books the job, the dispatcher plans the day, the technician works it on a phone — online or off — and the invoice lands in B1 the moment the job is done. Now in early access.

THE PROBLEM

Sound familiar?

Jobs are scheduled in a spreadsheet the technicians never see.

Invoices go out a week after the job, if the paperwork comes back at all.

Parts used on site are written on paper and never reach the van stock.

Return trips are nobody's fault, so nobody fixes them.

HOW IT WORKS

Step by step, inside SAP Business One

1 OFFICE

Books the job from a template

Sales Order

2 DISPATCHER

Drags jobs onto the technician-day board and dispatches the day

Dispatch board

3 TECHNICIAN

Works offline: time, parts from van stock, checklist, photos

Job card

4 CUSTOMER

Signs on the technician's phone

Signature

5 FIELDFLOW

Posts the invoice and the parts used

A/R Invoice · Goods Issue

6 FIELDFLOW

Books a follow-up visit when the job cannot be finished

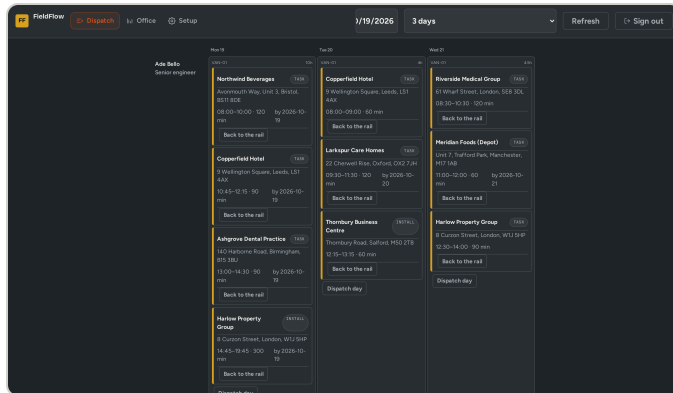
Follow-up job

WHAT YOU GET

Built for B1, not bolted on

- ✓ Dispatch board by technician and day
- ✓ Offline-first technician app
- ✓ Van stock modeled as real B1 warehouses
- ✓ Checklists, photos, meter readings and signatures
- ✓ A/R Invoice posted to B1 on completion, with the invoice pack PDF
- ✓ Meter-based preventive maintenance
- ✓ Works with RentalFlow: service rental equipment between rentals or while it is out on rent

INSIDE FIELDFLOW



Dispatch board: technicians by day

Screens shown with demo data from fictional companies.

THE BUSINESS CASE

ORDER-TO-CASH CYCLE

6.2 days
from 11.4

Typical improvement targets we design a rollout to move — not a guarantee or a quoted customer result.

WHO USES IT

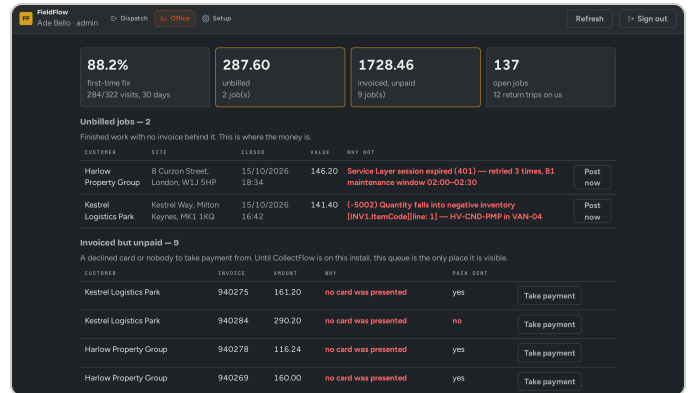
Dispatchers

Office staff

Field technicians

WHO IT FITS

HVAC and mechanical contractors, equipment installers and service companies, and anyone maintaining metered assets.



Office console: finished work with no invoice behind it, and why

WHY CSC-WORK

Consultancy work that kept repeating became product. Every Flow product runs on the same foundation — shared licensing, the same SAP Business One Service Layer client, the same design system — so they install alongside each other and share data instead of fighting over it.

Built and supported by SAP Business One developers and consultants, on HANA and SQL Server.

See FieldFlow on your own data

Thirty minutes, your process, your questions.

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csc-work.com/products/fieldflow/