

● FIELD SERVICE OPERATIONS

Software for how you operate.

One system for leads, jobs, technicians, contracts and money. Built for AMC and field service teams — HVAC, appliances, fire safety, cleaning, pest control.

✓ CRM & leads

✓ Job management

✓ Live tracking

✓ Contracts & AMC

✓ Quotations

✓ Invoicing

✓ Inventory

✓ Attendance

✓ Books

 **4 min**

from enquiry to a dispatched job

 **1 view**

for every job in the day

 **0**

spreadsheets to maintain

8 powerful features. One unified system.

Everything your team needs to run jobs, customers and money — from one dashboard, on one record.



01



CRM & leads

Capture, follow up and convert every enquiry with the full history in one place.

02



Job management

Create, schedule and close jobs from booked to signed, with proof of service.

03



Technician tracking

See who is en route, on site or idle, stamped from the technician's device.

04



Contracts & AMC

Visit plans generated on signature, renewals and reminders handled for you.

05



Quotations & invoicing

Quote on site, invoice from the job, VAT and TRN applied automatically.

06



Inventory management

Track spares, consumables and assets per van so nothing runs out mid-route.

07



Attendance

Check-in, working hours and leave for the whole field team, in one register.

08



Books & accounting

Receivables, expenses and reports kept in order without a second system.



Built for AMC and field service teams — HVAC, appliances, lifts, fire safety, cleaning, pest control.

One system. Complete control. Better results.



Service teams that can't afford a missed visit

Service operators run high visit volume, recurring contracts and technicians spread across a city. These are the accounts the product was shaped around.



Al Ameen Cleaning & Pest Control

• Live

Commercial & residential pest management



34

technicians on the app



1,240

active AMC contracts



180+

jobs closed per week



0

missed schedules anymore



Good Life Pest Control

• Live

Termite, disinfection and AMC services



18

technicians on the app



820

active AMC contracts



96%

visits closed on schedule



2 days

invoice to payment median



"The morning call used to take an hour on the phone. **Now the day is assigned before the first van leaves**, and I can see where every technician is without asking."

AA

Operations manager

Al Ameen Pest Control



No missed visits



Real-time technician tracking



Smarter routing, more jobs done



Happier clients, stronger business

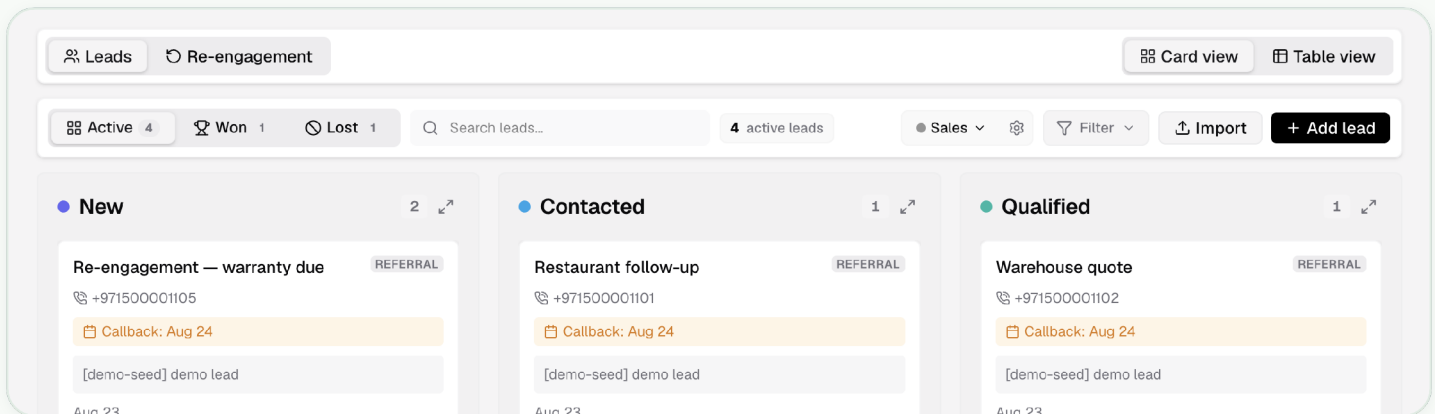
Every enquiry lands in one pipeline

Calls, WhatsApp messages, website forms and walk-ins become leads with an owner and a next action. Nothing sits in a notebook, and no enquiry closes without a reason.


62
open leads this week


AED 84,000
pipeline value


< 2 hrs
median first response



The screenshot shows a CRM interface with a 'Lead board' view. At the top, there are tabs for 'Leads' and 'Re-engagement'. Below these are filters for 'Active' (4), 'Won' (1), and 'Lost' (1), along with a search bar and a '4 active leads' indicator. The main area is divided into three columns: 'New' (2 leads), 'Contacted' (1 lead), and 'Qualified' (1 lead). Each column contains a lead card. The 'New' card is for 'Re-engagement — warranty due' with phone number +971500001105 and a callback on Aug 24. The 'Contacted' card is for 'Restaurant follow-up' with phone number +971500001101 and a callback on Aug 24. The 'Qualified' card is for 'Warehouse quote' with phone number +971500001102 and a callback on Aug 24. Each card also shows a 'demo lead' entry and a date 'Aug 23'.

✓ Lead board · card and table view, callbacks and source on every card


Capture

- Missed calls and WhatsApp enquiries become leads automatically
- Website and campaign forms post straight into the pipeline
- Duplicate numbers merge instead of splitting history


Work the list

- Every lead has an owner, a stage and a dated next action
- Follow-up reminders fire on the desk and the technician phone
- Source, city and service type captured on every enquiry


Convert

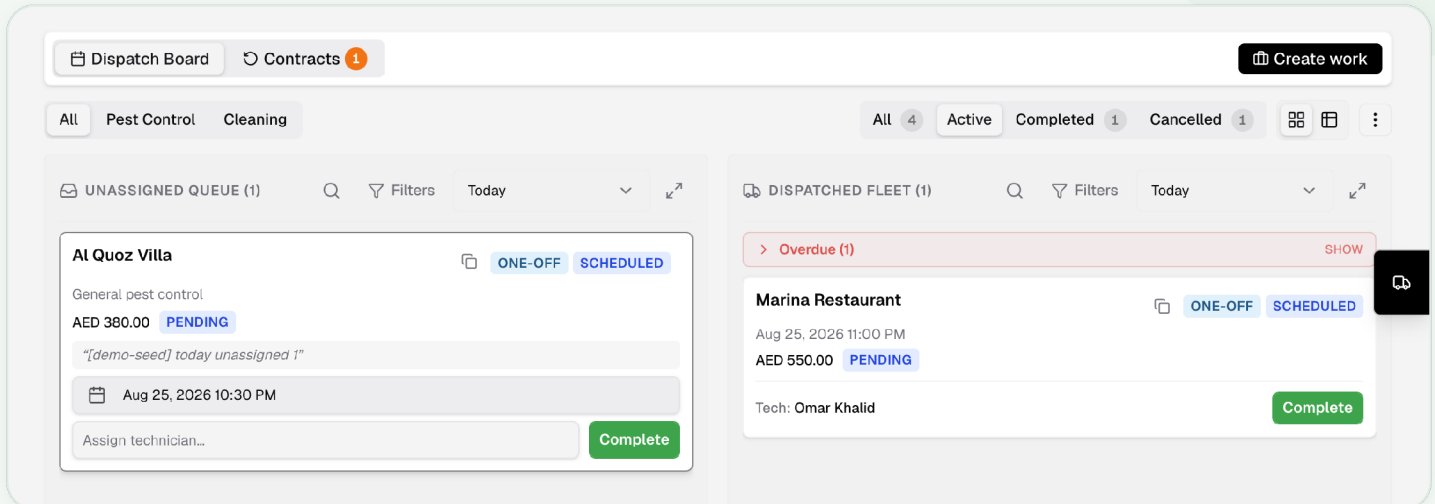
- Book a site survey as a real job on a technician's day
- Turn the survey into a quotation without retyping the address
- Won leads become a customer, a contract and a schedule


Know what works

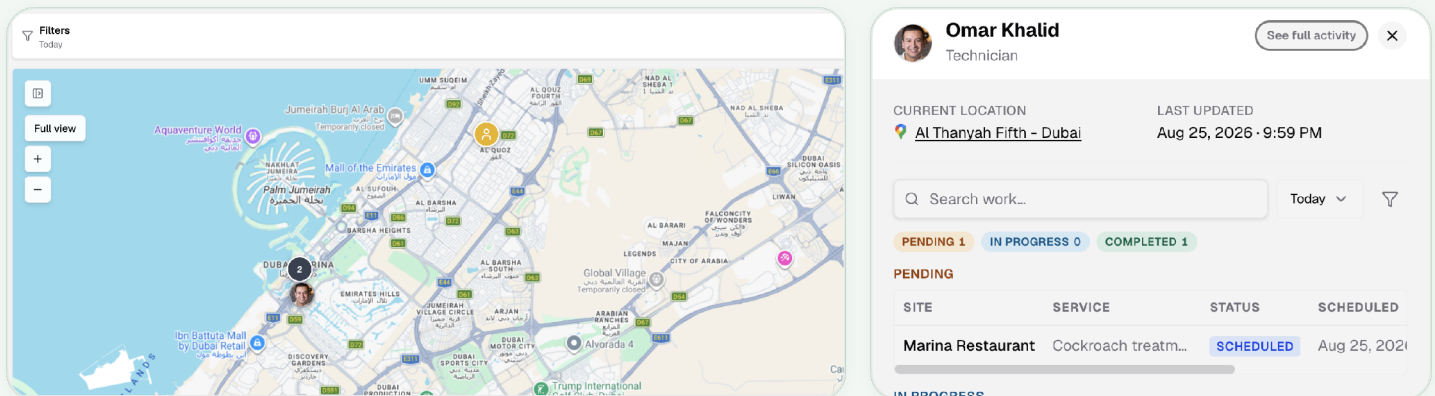
- Win rate by source, service and salesperson
- Lost reasons are a fixed list, so the report means something
- Ageing view surfaces leads with no contact in 7 days

The whole day, simplified into a single view

Jobs, technicians and status in one screen. Assign, reschedule and follow a visit from booked to signed without opening another tab or making a call.



✓ Dispatch board · unassigned queue on the left, dispatched fleet on the right



✓ Live map · every technician and open site, today

✓ One technician's day, pending to completed



Dispatch

- Drag a job onto a technician's day
- Clash, travel-time and skill warnings before it saves



Live tracking

- En route, on site or idle at a glance
- Arrival and departure stamped from the device



Proof of service

- Checklist, parts used, photos, signature
- Attaches itself to the invoice

AMC contracts that schedule and renew themselves

Sign a contract and the year's visits already exist. Overden knows what is covered, what is chargeable, and what expires next month.



CON-0416

• **Renews in 22 days**

Marina Bay Hotel · full-premises AMC

12 months · quarterly service visits · 3 sites



CONTRACT VALUE

AED 24,000



VISITS

9 / 12 done



Next visit Tue 09:30 · Omar Khalid · auto-scheduled from the contract



Renewal pipeline

Expiring in 30 days **38**

Quotation sent **24**

Renewed this month **31**

Lapsed **4**

Reminders go out 45, 30 and 7 days before expiry — to the desk, and to the customer.



Written once, applied everywhere

- Frequency, sites and covered treatments live on the contract
- The year's visit plan is generated on signature
- Rescheduling never loses the entitlement count



Covered or chargeable, decided up front

- Extra call-outs beyond the plan are flagged for billing
- Contract rate cards price add-ons automatically
- Technicians see the entitlement on site



Renewals with a paper trail

- Renewal quotation carries last year's scope and rate
- Every amendment versioned with who changed what
- Service history attaches to the renewal

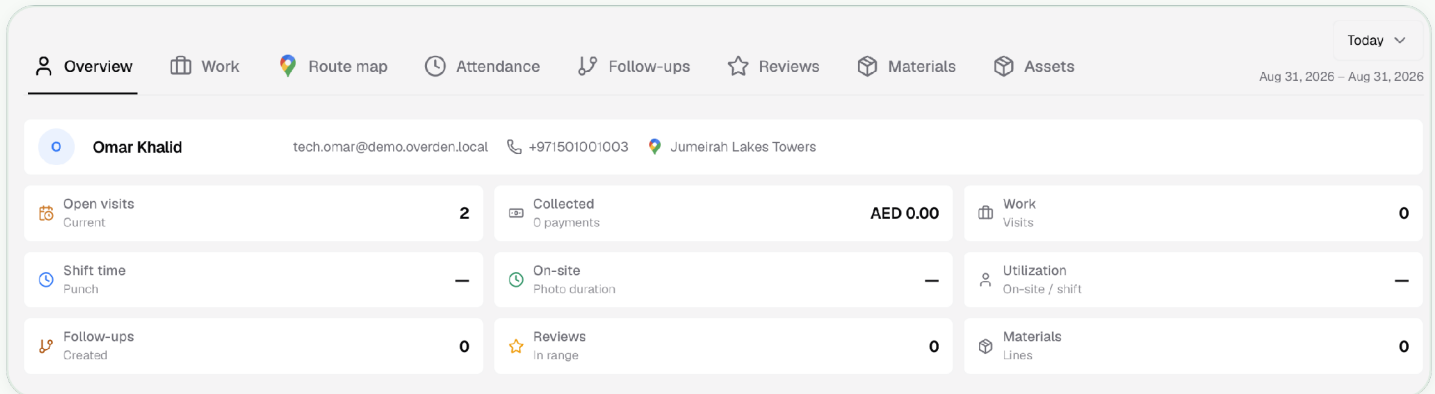


Money you can forecast

- Recurring contract value by month and branch
- Instalment schedules raise invoices on their own
- Retention and lapse rates per service type

Your technicians, on one screen and in their pocket

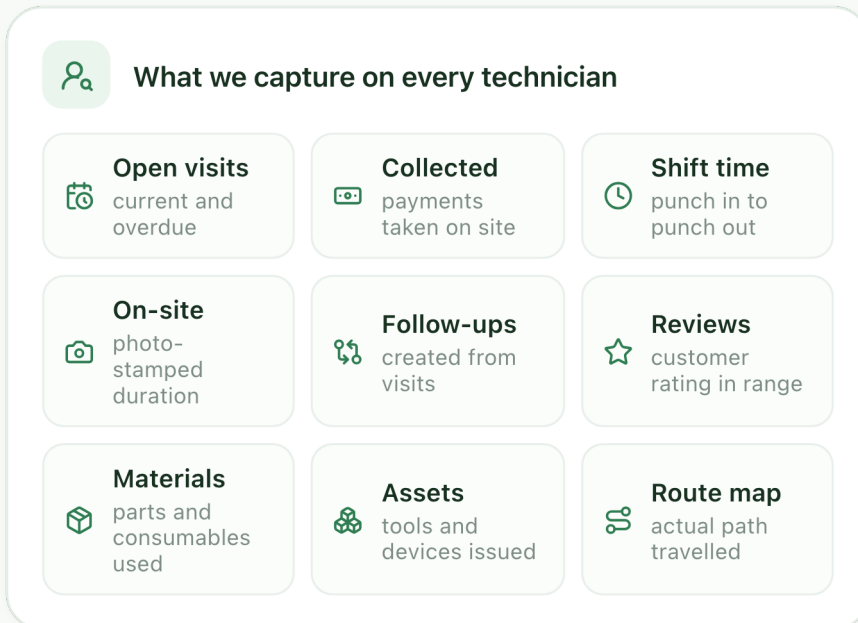
The field app pushes work to the technician and sends everything back — punch in and out, arrival, photos, materials, signature. The desk sees one profile per technician with the whole day measured.



The screenshot shows a technician profile for Omar Khalid. The top navigation bar includes icons for Overview, Work, Route map, Attendance, Follow-ups, Reviews, Materials, and Assets. The profile card displays the technician's name, email, phone number, and location. Below the profile card is a grid of metrics:

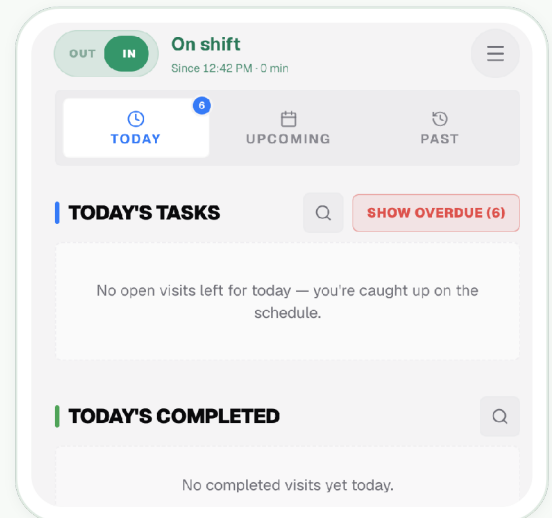
Metric	Value	Metric	Value	Metric	Value
Open visits (Current)	2	Collected (0 payments)	AED 0.00	Work Visits	0
Shift time (Punch)	—	On-site (Photo duration)	—	Utilization (On-site / shift)	—
Follow-ups (Created)	0	Reviews (In range)	0	Materials (Lines)	0

✓ Technician profile · overview, work, route map, attendance, follow-ups, reviews, materials and assets



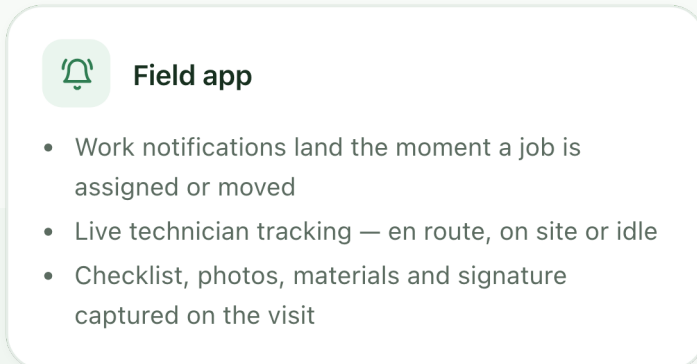
This section lists the data captured for each technician, organized into a 3x3 grid of icons and labels:

- Open visits**: current and overdue
- Collected**: payments taken on site
- Shift time**: punch in to punch out
- On-site**: photo-stamped duration
- Follow-ups**: created from visits
- Reviews**: customer rating in range
- Materials**: parts and consumables used
- Assets**: tools and devices issued
- Route map**: actual path travelled



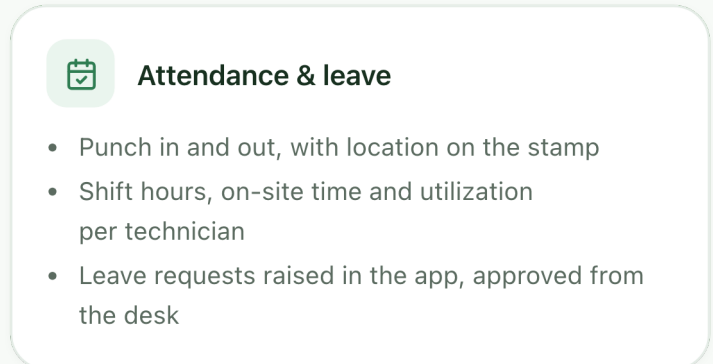
The screenshot shows the technician's mobile app interface. At the top, it indicates 'On shift' status with 'OUT' and 'IN' buttons and a timestamp 'Since 12:42 PM · 0 min'. Below this is a navigation bar with 'TODAY', 'UPCOMING', and 'PAST' tabs. The 'TODAY'S TASKS' section shows a search icon and a 'SHOW OVERDUE (6)' button. A message states: 'No open visits left for today — you're caught up on the schedule.' The 'TODAY'S COMPLETED' section also has a search icon and a message: 'No completed visits yet today.'

✓ The technician app · on shift, today, upcoming, past



Field app

- Work notifications land the moment a job is assigned or moved
- Live technician tracking — en route, on site or idle
- Checklist, photos, materials and signature captured on the visit



Attendance & leave

- Punch in and out, with location on the stamp
- Shift hours, on-site time and utilization per technician
- Leave requests raised in the app, approved from the desk

Quote on site, invoice before the van moves

One record travels from quotation to signed job to paid invoice. No retyping, no missed line item, no invoice raised a week late.



Corporate

Editing template — client fields below are sample data, not saved

Edit

Split

Preview

Save

Live Preview

FROM

Demo Pest Control

Dubai

AE

hello@demo.overden.local

+97144000000

Tax No: TRN: 23942-34

BILLED TO

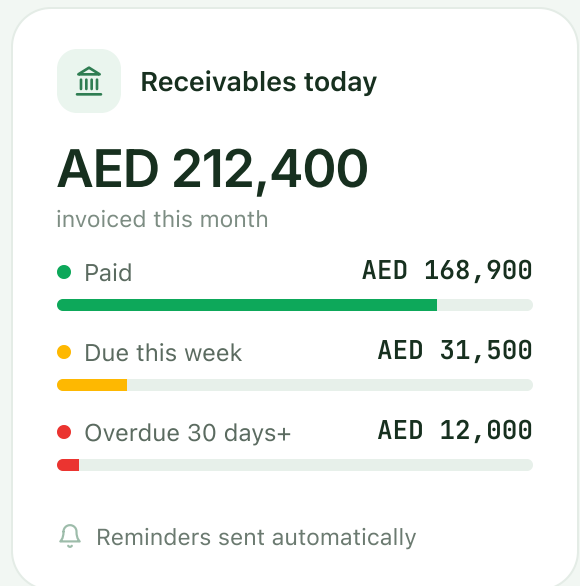
Sample Client Ltd.

client@example.com

Item	Qty	Rate	Disc.
Service / product	1	₹0.00	—

Subtotal

Total



✓ Branded invoice and quotation templates · live preview, PDF in one click

Quotations

- Rate-card templates per service and premises size
- Approve, revise or lose with a reason recorded
- Version history on every revision sent

Invoicing

- VAT 5% applied automatically, TRN on every invoice
- Recurring AMC invoices raised on schedule
- Part payments, advances and credit notes

Getting paid

- Card, transfer and payment links inside the invoice
- Reminders at 7, 15 and 30 days overdue
- Receivables ageing feeds straight into books

Everything about a customer, one search away

Type a name, a phone number or a job ID into global search and the whole account opens — past work, contracts, on-site units, invoices, quotations, transactions and licence documents. Quoting the next job takes a minute because nothing has to be looked up twice.

⌕

Marina Bay Hotel
 Customer since 2023 · 3 sites · account manager Layla H.

Past work 24

Contracts 2

On-site units 18

Invoices 6

Quotations 4

Transactions 11

LIFETIME VALUE
AED 96,400

LAST VISIT
14 Aug

New quotation

New job

prefilled from the last visit

Documents & expiry

Trade licence
 Expires 12 Nov 2026

82 days

Municipality permit
 Expires 20 Sep 2026

20 days

Insurance certificate
 Expired 08 Aug 2026

Renew now

Reminders fire before a document lapses, so a visit is never blocked at the gate.

Warranty tracking

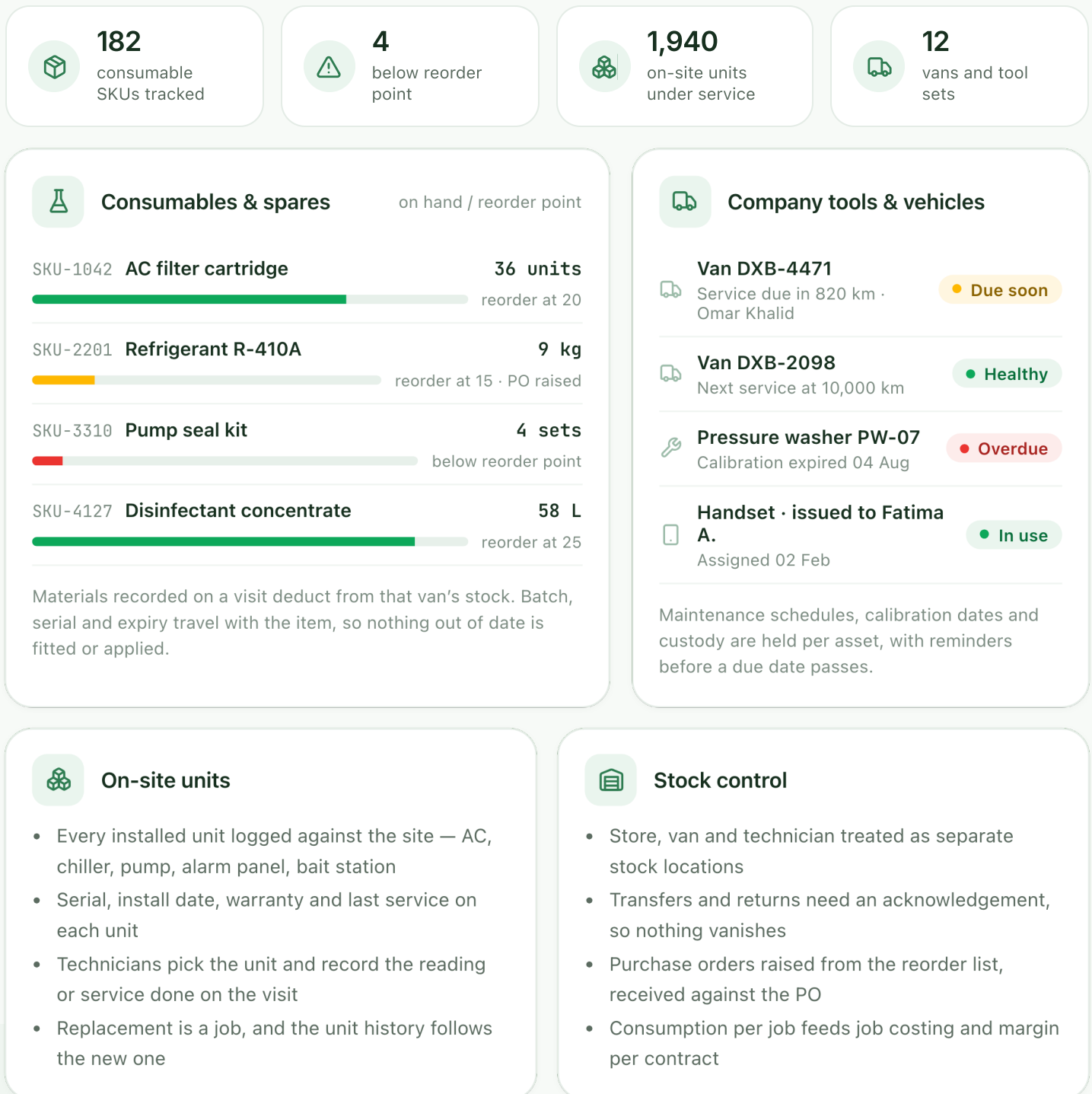
- Warranty recorded per installed unit — an AC, a pump, an alarm panel, a treatment
- In-warranty visits are free by default and priced only when cover has ended
- Technicians see remaining cover before they quote on site
- A warranty claim opens as a job against the original visit

Re-engagement

- Lists build themselves from warranty end, install date and last service date
- Renewal or repeat-service quotation goes out with one click
- Dormant customers surfaced by months since last visit
- Every touch is logged on the customer, so nobody is chased twice

Every part, unit and van accounted for

Spares and consumables issued to vans, units installed at customer sites, and the company's own tools and vehicles all live in one register. Stock moves when a technician records materials on a visit — not when someone remembers to update a sheet.



Your customer list is the asset. It is treated like one.

Overden Field holds addresses, phone numbers, premises details and payment records. Every one of those is protected at rest, in transit and in use.



Encrypted before it reaches the database

Customer records are encrypted in the application layer with AES-256 keys held in a managed key store — the values written to the database are already ciphertext. A database dump on its own reveals nothing readable, and keys rotate on a fixed schedule without downtime.



Technician app

record entered



AES-256

encrypted in the app layer



Database

stores ciphertext only



Backups

encrypted, separate region



Encrypted in transit

TLS 1.2+ on every connection, including the technician app. Certificates are pinned and plain HTTP is refused.



Role-based access

Technicians see only their own jobs and the detail a visit needs. Rates, books and exports are permissions, not defaults.



Audit trail on every record

Who viewed, edited, cancelled or exported what, with a timestamp. Invoices and contracts are versioned, never overwritten.



Backups you can restore from

Encrypted daily backups with point-in-time recovery, held in a separate region and restore-tested on a schedule.



Device and session control

Sign a lost phone out remotely. Sessions expire, and the app keeps no customer data in readable form on the device.



Data residency and retention

Your data stays in the region you choose. Retention windows are configurable, and deletion is honoured with a certificate.



Your data is yours

Full export of customers, jobs, contracts and invoices at any time. No advertising use, no resale, no model training.



Aligned to UAE PDPL and GDPR

Consent records, purpose limitation, least-privilege staff access and a documented breach-notification process under Federal Decree-Law 45 of 2021.

The numbers our accounts move in two quarters

Ranges below are measured across AMC and field service accounts running Overden Field, comparing the quarter before rollout with the second quarter after.

+22% jobs completed per technician per day	+18% quotation win rate after follow-up reminders	89% AMC renewal rate, up from 71%
9 → 2 days from job closed to invoice paid	-85% missed or forgotten contract visits	12 hrs back-office hours saved every week

More revenue from the same vans

- Tighter routing adds roughly one paid visit per technician per day
- Chargeable extra call-outs stop being written off — typically AED 60,000–90,000 recovered a year
- Renewal quotations go out before the contract lapses

Less time on paperwork

- Job sheets, invoices and reports come from one record, entered once
- Month-end closes in a day instead of a week
- The morning dispatch call drops from an hour to a few minutes

Customers who stay

- Every visit leaves a signed service report in the customer's inbox
- Complaints answered with history, photos and timestamps
- Higher renewal rate compounds into predictable recurring revenue

A business you can see

- Revenue, receivables and technician output on one dashboard
- Branch-by-branch comparison without a spreadsheet
- Decisions made on today's numbers, not last month's

See it on your own jobs

A 30-minute walkthrough with your service list, your rates and your technicians.

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