

Take your business to the **next** **level!**

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**It's not about
ideas, it's about
making ideas
happen.**

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About Our Company

We design the future

In 2013, Briskflow was founded with the future of the field service industry and paperless business in mind. Our founders began the platform with Customer Management and Scheduling features. They soon recognized that providing scheduling only addressed a small segment of the needs for customers. There were great inefficiencies due to the paper and white board systems that were in place as the primary method for quoting, scheduling, invoicing and tracking job costs and job progress.

The answer was to create an all-in-one platform that included total paperless business systems, scheduling and reporting through automated, bidirectional, live communication between the field and the back office.

We determined that such a system could increase the revenue for our customers by providing cues for up-sell and cross-sell opportunities, optimizing operations and service calls, improving productivity, and ultimately improving both customer and employee satisfaction. This is what we delivered.

The flexibility we provide empowers our customers with the ability to match current business processes and automate gathering of information from the field to the back office. This automation increases productivity, customer satisfaction and revenue for our customers, taking the service experience to the next level – a vital step in growing your business.



Why should you move your business operations to a Cloud Software Solution?

Want your Employees to work remotely?

It is at times like these that every company should consider their work-from-home infrastructure and implement a plan to allow their business to continue, as much as possible, unaffected. Part of that plan should include putting a system in place that allows your staff to keep the business running from outside the constraints of your physical office. As we have all learned, even where businesses don't want a permanent team of remote employees doing day-to-day operations, not having a plan for business continuity in the event of a disaster is no longer an option.

Enable your staff to log into a system that was purpose-built to function via a browser. Anyone in your company with an internet connection, a device and the right permission to access your system will be able to do the sales, quoting, job scheduling, invoicing, populate and eSign compliance documentation, handle client support tickets and other work that they need to do, regardless of where they are in the world. Empower management to track business performance and make informed decisions by means of transparent information that is offered within the system.

How will you benefit from implementing BriskFlow?

- ✧ Cost Savings by means of improved staff and operational efficiency
- ✧ Improved Data Security
- ✧ Increased Mobility with connectivity to your system via any Online Device
- ✧ Increase Customer Satisfaction
- ✧ Real-time Insight of your Business Operations and Profitability
- ✧ Improved Collaboration among team members
- ✧ Increased Quality Control by eliminating human error through system automation



How will YOU benefit from implementing BriskFlow?

BriskFlow prides itself on building robust, sophisticated and customisable web-based Software solutions.

BriskFlow Software aims to integrate all aspects of your business into a single system in order to facilitate every element of your business, from CRM, sales nurturing and management, job or delivery scheduling, route optimization, paperless document management and more, all into one single coherent solution.

We also offer industry specific solutions such as Manufacturing and Project Management, Paperless ISO18001, OHSAS and Compliance document management, Asset Management and more.

Our solutions are all web based and provided as SaaS (Software as a Service), and our comprehensive range of modules are ready to provide your business with the system and software it needs to thrive.

Modules:

Base Modules:

- ✳ CRM
- ✳ Auto Emailer
- ✳ Sales
- ✳ Scheduling
- ✳ Paperless Field Services
- ✳ Inventory
- ✳ Job Costing
- ✳ Time and Billing
- ✳ Accounting
- ✳ Multi-Currency
- ✳ Vehicle Tracking and Route Optimization
- ✳ Website and Shopping cart Integration
- ✳ Auto Rapid Dispatching

Specialised Modules:

- ✳ DocuFlow - Paperless Document
- ✳ ManuFlow – Projects and Manufacturing
- ✳ TicketFlow – Customer Support Tickets and Tasks
- ✳ ComplianceFlow - Paperless Audit File
- ✳ AssetFlow – Assets Management
- ✳ Integrated Online Payments
- ✳ Integrated Debit Order Management

Other Solutions:

- ✳ EduFlow – Learner Management Software

Basic System Features

- ✧ Website Webform Integration
- ✧ CRM
- ✧ Lead Management
- ✧ Sales Management
- ✧ Sales Reps Allocation to Prospect
- ✧ Sales Funneling
- ✧ Customer Account Balance Lookup
- ✧ Customers Account Block
- ✧ Multi-Currency
- ✧ Paperless Quotations
- ✧ Paperless Job Cards
- ✧ Follow up Job Process
- ✧ Recurring Jobs
- ✧ Vehicle Tracking Integration (Add-on)
- ✧ Rapid Deployment (Add-on)
- ✧ Proximity Scheduling (Add-on)
- ✧ Route Optimization (Add-on)
- ✧ Paperless Invoices (Accounting Integration)
- ✧ Item Creation (Accounting Integration)
- ✧ Automated Client Referral Process
- ✧ Technician Time Tracking and Billing
- ✧ Technician Mobile Field Services Application
- ✧ Client Job Card / Delivery Slip eSigning
- ✧ Technician Job Card / Delivery Slip eSigning
- ✧ Paperless Documents Creation and Management System (Add-on)
- ✧ Customer Support Ticketing System (Add-on)
- ✧ Audit Trail
- ✧ Credit Note Creation (Accounting Integration)
- ✧ Automated Online Customer Service Satisfaction Feedback Process
- ✧ Customer Quotation Accept / Reject Process
- ✧ Automated Client Journey and Promotional Emailing System
- ✧ Online Payment Collections (Multiple Payment Integration)



Specialised Modules Features

TicketFlow

TicketFlow is a fully Automated Customer Support Ticket Management System.

- Website Integration - Enable your Clients to initiate a Support or Service Request.
- Auto Link to Customer on Platform
- Unlimited amount of Tickets can be created and stored on the system
- Full Communication between Client to Staff and Staff to Staff
- Create Quote / Job Card from Ticket
- Support Ticket Tracking

ManuFlow

ManuFlow is a fully System Integrated Manufacturing and Assembly Management Module.

- Create Work Orders
- Upload Design and Work Instructions to each work order
- Add cost elements, stock items, labour and resources to your work orders
- Time Tracking per Task with Start / Pause / Stop on each task
- Profit / Loss reporting per Work Order
- Create Manufacturing and Assembly Tasks per Department and per person in a Department
- Create Main and Sub Task with Automated notification to Sub Task Owner once Main Task is completed

DocuFlow

DocuFlow is a Fully Automated, Online, Paperless Document Generating and Management Tool.

- Create an Online Document based on your hard copy template
- Auto Populate Customer Details on the Document
- Fill in additional fields, select dropdowns and date-pickers
- Electronically Sign the Document
- Unlimited number of Documents can be created and stored on the system
- Send the Document to your client to complete and Sign and Link it to your Online Audit / Health and Safety File
- Documents can be setup to be used Internally only as well

AssetFlow

AssetFlow is a fully System Integrated Asset Tracking and Management Module.

- Asset Tagging using durable Aluminium Engraved QR Coded Labels
- Online generating of Asset Units and linking to Physical Tags
- Multi-Level Categorization
- Asset Locations
- Asset Reporting
- Asset Movement Audit Trail
- Auto Notifications on Exceptions and Irregularities
- Mobile Application that is used by the User to scan QR labels on the assets during Asset Verification and Inspection
- Preset asset inspection questions to be answered during the Asset Verification check

ComplianceFlow – Paperless Online Audit File

The Paperless Online Audit File is an Online Audit / Health and Safety File System.

- Create an Online Audit or Health and Safety File
- Upload all your Company Compliance Certificates with the Expiry Date
- Get notified when a Compliance Certificate is about to expire
- Client Login Portal
- Auto Linking of DocuFlow Documents to the Audit - / Health and Safety File
- Online Automated Corrective Actions Process
- Auto linking of Job Cards and Service Reports to the Audit / Health and Safety File



010 109 3060



sales@briskflow.co.za

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