

PROADVISOR review

Dispatched Software by DeFNiC

Overall Rating **9.50**

Product Name

Dispatched Software by
DeFNiC Software



Reviewed By

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Summary

Dispatched Software is a program that should be seriously considered by anyone whose business requires mobile field service. Dispatched Software's core capabilities center on dispatching work orders to service vehicles or field technicians using real time communication, GPS, mapping software, scheduling software and much, much more. Dispatched is designed to automate the daily tasks in managing field personnel and operations.

Strengths

Dispatched is loaded with so many amazing features that will not be explored in detail as my evaluation is primarily focused on the product as it integrates with QuickBooks. However, I would be remiss in not pointing out the key offerings of this product. Dispatched is a modular based application whose core offering focuses on dispatching work orders to field technicians. This is a very robust program, but depending on your business model, Dispatched offers add-on modules that can support mobile integration to cell phones and handheld computers, full accounting integration with QuickBooks, GPS vehicle tracking, and bar coding. All software modules can be grouped into an entire service offering or can be implemented in stages, as your business needs change. Dispatched is bi-directional so if you choose integration with QuickBooks, information entered into QuickBooks is easily transferred to Dispatched, and information entered into Dispatched is easily transferred into QuickBooks.

Limitations

Dispatched does not currently show if invoices or sales receipts have been paid. This would be a great tool to assist any individual who has responsibility for client/customer management, but does not have access to QuickBooks. The invoicing component exists in Dispatched, and a field showing status payment history would be a great plus in managing credit risk.

Wish List

The mapping program shows locations of technicians. Maps often show locations as being closer than they really are. If you wish to dispatch a driver to another location, the mapping program does not tell you distance to another location. This would be a great asset in determining which field tech a job should be routed to.

Product Ratings	Rating
<p>Setup and Installation: Set up and installation was not complex - no issues associated with installation of product.</p>	9.5
<p>Interface: The interface is completely seamless.</p>	9.5
<p>Features:</p> <p>Dispatched's core work order software product allows for easy entry of work orders. By utilizing a simple folder design, work orders can be grouped according to your specifications. The software can also be scaled to include service and install tickets, estimates, sales orders, and all job tickets. There is a built in job calendar, as well as an integrated mapping feature (not included in the lite version). By utilizing Microsoft Mappoint technology, all work tickets are automatically placed on a detailed map giving you an instant view of field tech locations.</p> <p>Dispatched's Accounting Module is an add-on to the core dispatching program that is easily integrated with QuickBooks and eliminates double entry. If the Dispatched Mobile Module is added on, field technicians or sales personnel can generate and total invoices or estimates in the field. Dispatched's Accounting Module Integration will allow you to perform the following activities in conjunction with the QuicksBooks program:</p> <ul style="list-style-type: none"> ○ Customer information including jobs and sub-jobs, ○ Item list including group items, sales tax items and discounts, ○ Estimates and sales orders – if created in QuickBooks, ○ Dispatched will allow for transferring to Dispatched including custom pricing and invoicing, create invoices, receive payments, and print out a customer receipt in the field, and attach inventory parts utilize to sync with your inventory. <p>There is no limitation on users except per licenses purchased or leased. Dispatched includes two options for the software. It can be either an Access database or SQL database. With the Access database they strongly suggest fewer than 10 concurrent users in the software. With the SQL database, there is not really a limit. They will diagnose which database best meets your needs during the pre-sales consultations.</p>	9.5
<p>Ease of Use/Service and Support</p> <p>Dispatched is easy to use if properly trained. The company has a well laid out implementation strategy, which will assist in getting you up and running quickly. There are two options for the software, purchase or lease. With the lease, tech support is included at no additional cost. With a purchase, each license that is purchased receives 8 hours of tech support and training. If additional support is needed you can purchase a full year of support for \$800. (according to DeFNiC to date, no customers have used up their initial tech support hours) Standard support is available M-F from 9 a.m. to 6 p.m. CST. After hours emergency support is also available for an additional fee.</p>	9.5
<p>Data Security / Privacy</p> <p>There are three types of users for Dispatched. These are Administrators, Users, and Read Only. Only administrators have access to the Maintenance menu. Read only users can only look and not make any changes. When you set up the employees this is where you specify the type of user. In addition, any folder can be password protected to further enhance security. Also, there is a complete log file available under the Maintenance menu that tracks the actions of all users in the software. Dispatched has a well documented privacy policy on their website located on the free trial page.</p>	9.5
<p>Integration with QuickBooks</p> <p>Integration with QuickBooks is totally seamless. Dispatched Software is compatible with the following versions of QuickBooks:</p> <p>QuickBooks Pro, Premier and Enterprise Editions: 2004, 2005, 2006, 2007, 2008</p>	9.5

Ratings Definitions

10.0 (Perfect):
This exceedingly rare score is reserved for a product that is as perfect as it could be.

9.0 to 9.9 (Spectacular):
A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.

8.0 to 8.9 (Excellent):
A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.

7.0 to 7.9 (Very good):
While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.

6.0 to 6.9 (Good):
This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.

5.0 to 5.9 (Average):
A product that scores in this range is functional but unremarkable.

4.0 to 4.9 (Mediocre):
Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.

3.0 to 3.9 (Poor):
A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.

2.0 to 2.9 (Terrible):
A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.

1.0 to 1.9 (Abysmal):
A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.



QuickBooks®

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