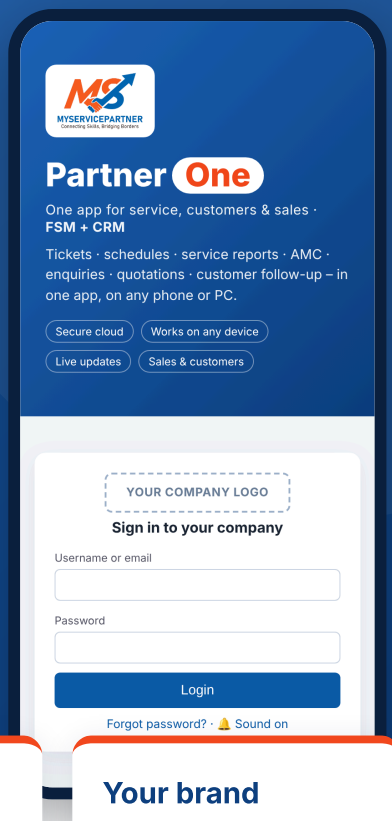
MYSERVICEPARTNER
Connecting Skills, Bridging Borders

Partner One

One app for service, customers & sales FSM + CRM

PartnerOne runs your whole service business in one place – from the first customer call to the signed job report, the AMC visit and the next quotation. Office, technicians and management work on the same live data, on any phone or PC.

Cloud based · Phone, tablet & PC · Live updates · GPS & photos · Your own logo · Multi-company



One app
Tickets, schedule, reports, AMC, CRM & staff

Paperless
Digital job cards with photos & customer signature

Real time
Office sees every job update as it happens

Your brand
Your logo on login, reports & customer e-mails

How a job flows

Request	Approve	Schedule	On site	Report	Close
Office, QR code, web form or AMC	Priority & type of work	Daily plan per technician	Accept, GPS, photos	Job card + customer signature	Office review, e-mail to customer

Key features

1 Service tickets
- Tickets from the office, customer QR code / web request or automatic AMC visits
- Clear stages, priority colours, team assignment and re-assignment
- Daily update by every technician – nothing is forgotten
- Complete activity log: who did what and when

2 Scheduling & dispatch
- Daily schedule board for each technician with job order
- Preview before sending – see staff with no job or on leave
- Technician accepts the job on the phone; push notification
- Move several jobs to another date in one step

3 Digital job card (JCR)
- Before / after photos, work done, materials and remarks
- Customer signature on the phone or by remote-sign link
- Branded PDF report e-mailed to the customer automatically
- Internal notes for the office – never printed for the customer

4 Projects & internal jobs
- Project tickets with daily progress reports and summary
- Internal jobs with reminders until they are done
- Two-person confirmation for team jobs
- Project and technician performance at a glance

More in one app

5 CRM & sales

- Customer and site database with map location
- Enquiries and customer follow-up
- Quotations: draft → approve & lock → technical document
- Block / unblock customers with reason

6 AMC, assets & RMA

- AMC contracts with planned visits (PPM) and automatic tickets
- Asset register per site – system, model, serial, location
- RMA tracking from fault to return to customer
- Duplicate check and quick clone of assets

7 Staff & resources

- GPS attendance – check-in away from office or site is flagged
- Daily attendance view for all staff and morning alert
- Leave with two-level approval and leave report
- Weekly vehicle check (photos & video), tools, petty cash

8 Reports & control

- Dashboards, Excel export and printable PDF reports
- Roles plus page-by-page rights: view, create, edit, delete, print
- Push notifications and personal reminders
- Closed jobs locked – reopen by owner only

Built for many companies

✓ Your own brand

Your logo on the login page, job cards, quotations and customer e-mails sent from your own address.

✓ Separate data

Each company has its own users, customers and records – fully separated in the database.

✓ Own login link

Every company gets its own web address. Staff install the app on the phone home screen – no app store needed.

Technology & security

Application	Progressive Web App (HTML5 / JavaScript) – runs in any browser, installs like a mobile app
Database	PostgreSQL, fully managed in the cloud (Supabase on Amazon Web Services)
Hosting	Cloudflare global network with built-in protection against attacks
Data protection	Encrypted connection (HTTPS) and encrypted storage; passwords stored as one-way hashes
Access control	Row-level security – every request is checked on the server; each user sees only what is allowed
Backups & audit	Automatic daily backups, full data export for the owner, activity log on every record

Who is it for?

CCTV & security systems · Access control & gate barriers · IT & networking · ELV & low current · MEP & facility management · HVAC · Fire & safety · Schools & campus maintenance · Any service team in the field

Run your service business on PartnerOne

Ask us for a live demo and a trial account for your company.

www.myservicepartner.net