



LabTech Mobile

With LabTech Mobile you now have access to the power of LabTech from anywhere, at any time, from a device in the palm of your hand. LabTech Mobile app allows you to respond to your customers' support requests and resolve issues seamlessly—whether in or out of the office – 24/7.

Increase your productivity and efficiency with the tool that lets you work on tickets, deal with timers, access client data, work with scripts, and so much more. LabTech Mobile is an easy and fast way to manage your customers' accounts while on the go and to give your technicians the ability to provide continued services from the field through their LabTech compatible mobile devices.

LabTech Mobile allows you to:

- Improve customer management and technician response time
- Seamlessly support your customers at any time, from any location
- Greatly increase your technicians productivity and efficiency from the field
- Improve your ability to accurately capture billable time for increased profits
- Improve customer service by having immediate access to essential information
- More effectively monitor, allocate and reassign resources

LabTech Mobile is currently available for Windows® Mobile 6.5, Android™, iPhone® and iPad® devices. The app is free for current LabTech users.

"I quickly and easily fixed a client's PC while standing in line for a burger. I did it from my Android phone with the LabTech Mobile app! What a great tool."

Ryan Hanscom
Ategan Technologies, LLC



LabTech Mobile Features

Developed to further optimize your technicians' efficiencies, LabTech Mobile enhances your company's ability to provide superior customer service. Available for Windows Mobile 6.5, Android, iPhone and iPad, this flexible application includes the following features:

	Windows Mobile*	Android**	Apple iPhone***	Apple iPad***
Timers				
Create, start, stop, and finish timers	●	●	○	○
Signature capture (view as attachment in ticket data in console)	●	●	○	○
Tickets				
Create new tickets	●	●	●	●
Open, view, update and close tickets	●	●	●	●
Assign tickets to other technicians	●	●	●	●
Create quote requests	●	○	○	○
Parts and order request	●	○	○	○
Client Data				
View client information (company address, phone, etc)	●	●	●	●
View contact information (name, phone, email, etc)	●	●	●	●
View machine technical information (make, model, serial number, etc)	●	●	●	●
Control clients machines (vnc, wake on lan packet, etc)	●	●	●	●
View passwords and product keys	●	●	●	●
Run and send client reports via email	●	○	○	○
Scripts				
Run scripts on clients	●	●	○	○
Run scripts on groups	●	●	○	○
Run scripts on machines	●	●	●	●
Search				
Keyword search on clients, contacts, and machines	●	●	○	○
Keyword search on scripts, tickets, and product keys	●	○	○	○
Activities				
Sync client contacts to your mobile device	●	○	○	○
Ability to add to favorites (clients, contacts, machines, scripts, etc)	○	●	○	○
View last stored 25 items for quick back referencing (clients, contacts, machines, passwords, product keys, etc.)	●	○	○	○



*Requires Windows Mobile 6.5, .NET 3.5 Compact Framework and touch screen. ** Requires Android OS 2.0 or greater. *** Requires iPhone or iPad iOS 3.1 or greater.

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