FIDD
FIELD INFORMATION DIGITAL DATA

FIDD helps you to organize merchandising activities and collect business data.As a cloud-based web application, it allows you to manage, schedule and track all field activities from any place. It is compatible with any operating system and there is no need for software installation.

Tickets are handled without any delays between the field operators and the office, and without use of external communication channels like email and WhatsApp. All communication and store data are in one place.

Filed reps have phone access to all merchandising data required to perform filed activities and to submit reports, including "before and after" images. This allows operational managers to measure the performance of their teams in real-time and to improve field reps productivity.

FIDD is highly customizable and easy to use application, designed to adapt to different niche-specific needs. This powerful all-in-one set of features is currently unique in the world.

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Key points

1 ‣ USERS
Beside default users, every client can design custom role-based groups of users with specific access to functionalities and corporate data.

2 ‣ STORE DETAILS
List of store details can be expanded and tailored by user-specific needs.

3 ‣ REPORTS
Powerful insights from field activities can be exported like customized reports for field operatives, marketers, financial officers and other employes.

Contact Us
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Industry - Leading Field Service Management & Data Collection Software
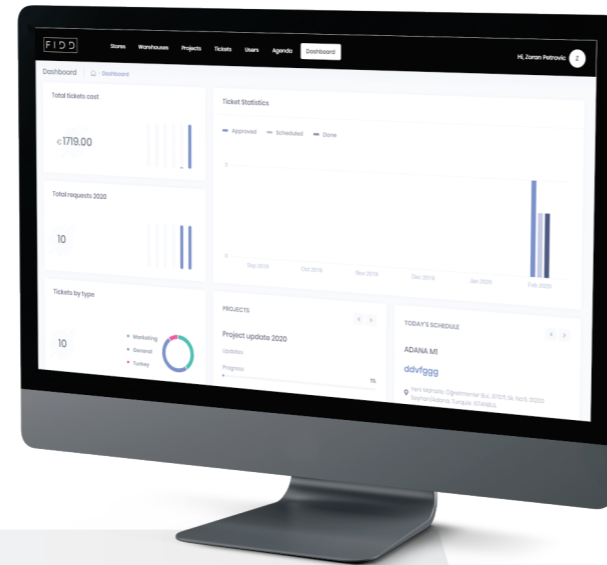
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01 User access

GENERAL MANAGER

- Tickets
- Warehouses
- Stores
- Planning
- Projects/New updates
- Approvals
- BI report

AREA MANAGER

- Area tickets
- Area stores
- Area planning
- New area updates
- Approvals of the area

02 Support request execution

1 REQUEST
Requests are submitted directly from the field trough FIDD application.

2 APPROVAL
Area manager receives an email notification and approves ticket.

3 SCHEDULING
Project manager receives an email notification and schedules delivery.

4 EXECUTION
All requests are carried out within 24 and 48 hours, depending on the signed SLA.

03 List of all warehouses, with links to detailed view and stock data for every warehouse.

List can be filtered and sorted by name, country, city, contact person and contact details. List of warehouses can also be exported to Excel document.

Warehouse details

On the left you can find warehouse information, name of the contact person and contact information.

Right section contains list of products and quantity of every product in the warehouse.
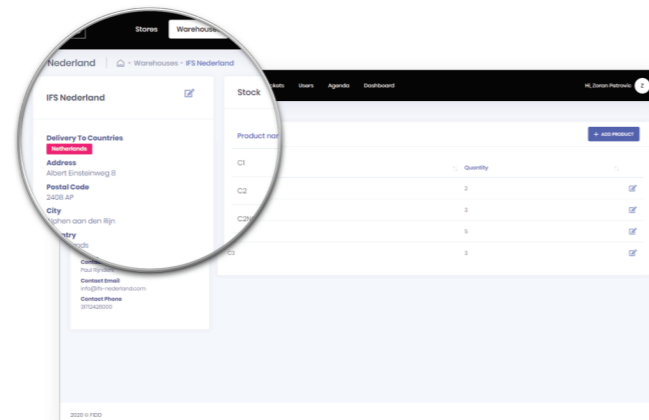
04 List of all stores with name, type, address, contact information and link to detailed store data view.

List can be filtered by country and sorted by every column. List of stores can also be exported to Excel document.

Store details

On the left you can find store information, such as store number, number of tickets and visits, contact info, opening hours, etc.

Ticket list and list of store visits are placed in the right section of screen.
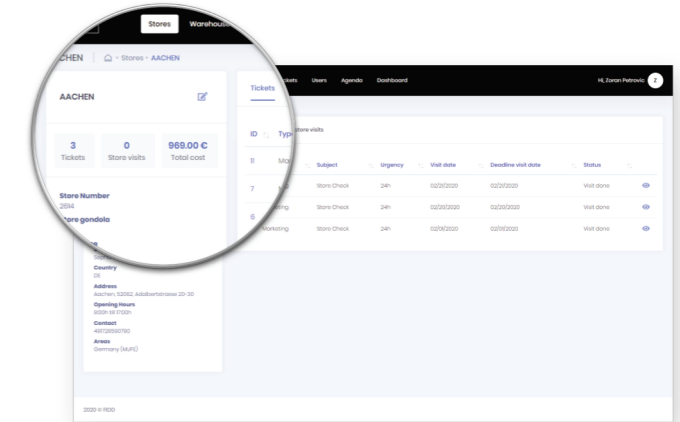
05 Tickets

Store managers can create tickets with attached images from the store, using a mobile phone.

All incoming tickets are tracked and managed in one place.

Project manager can create project for new updates in multiple stores.

06 Field activities

Field reps have access from their phones to ticket schedules (daily, weekly, monthly) and they receive all updates in real-time.

Store visit reports, with before and after images, are submitted through responsive form that can be resized to any resolution.