TELEDOCS™

ShawnTech's "one call" approach to field service management means that you can depend on us to manage your service needs efficiently and effectively.

In addition to the 24/7 live response available through our dispatch center, ShawnTech's customers can access our award-winning TeleDoCs web application for real-time access to service and report information.

The secure TeleDoCs web portal allows our customers to generate their own trouble tickets through eService, as well as view individual facility ticket histories and even gain read-only access to the work log narrative. The customer can quickly and easily follow our progress in resolving the problem at hand.

TeleDoCs also lets our customers view a variety of customized reports through eReports. Common report types include inventory usage, system preventive maintenance, closed ticket reports, open ticket status reports, equipment logs, and facility general information. Access is in real time, and customers can request reports in any format, including Word®, Excel® or PDF.

"I have focused on corrections exclusively since 1993. I make it my business to protect and serve those who work in corrections."

—President and Founder
ShawnTech

INMATE PHONE SYSTEMS AND SUPPORT | **SURVEILLANCE SOLUTIONS** | **KIOSK SUPPORT SERVICES** | **SECURE COMMUNICATION INFRASTRUCTURE**

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