Technical Fact Sheet

Product Name: TechPro
Current Version: V3.6
Release Date: October 2021

Product Description

A mobile workforce application for commercial and residential field service organizations. TechPro has two primary components:

Web Admin Site:
This provides the ability to set up users and options for the mobile app, as well as monitor checkout and error logs.

TechPro App:
The app is used by technicians on smartphones and tablets.

Technology

	Web Admin Site	TechPro App
Development tools	Visual Studio Angular 10 Bootstrap SQL Server	Visual Studio Angular Framework Bootstrap Ionic Cordova
Compiled code	Web Services behind it .NET Framework C# Web Services, standard technology Web Admin Site is Angular	Web Services behind it .NET Framework C# Web Services, standard technology Data Entry is Ionic Cordova
Hardware requirements	If deployed on premise: Windows Server SQL Server 2014 (or greater) Storage: At a minimum RAID 3 with 7200 RPM drives for SQL Server. We recommend 8 GB of RAM minimum on the server, but you may need more depending on the number of technicians using the app and the other products using the server.	Smartphones and Tablets iOS, Android Storage: The app is around 40-50 MB installed. Storage usage will depend on work orders, inventory, images, and other data synced to the device. 16 GB minimum recommended.
Browser/operating systems supported	• Chrome • Edge • Firefox • Safari	iOS - Version 12 or greater Android - Version 8.1 or greater

Other Technologies

Reports	TechPro uses Microsoft SSRS for the work order summary reports created during the checkout process.
Web API	The intermediate language used to tie multiple data sources into one common set of services. This is also used to pass the authentication from the ERP to the Web Admin Site.
Authentication protocol	OAuth 2.0
Dynamics GP with Key2Act Signature	The ERP that TechPro integrates with.

Deployment

Web Admin Site	TechPro

Windows Installer	**iOS**
	  Downloaded via the App store for iOS.
	
	Android
	  Downloaded via the Google Play store for Android.

On-Premises Diagram