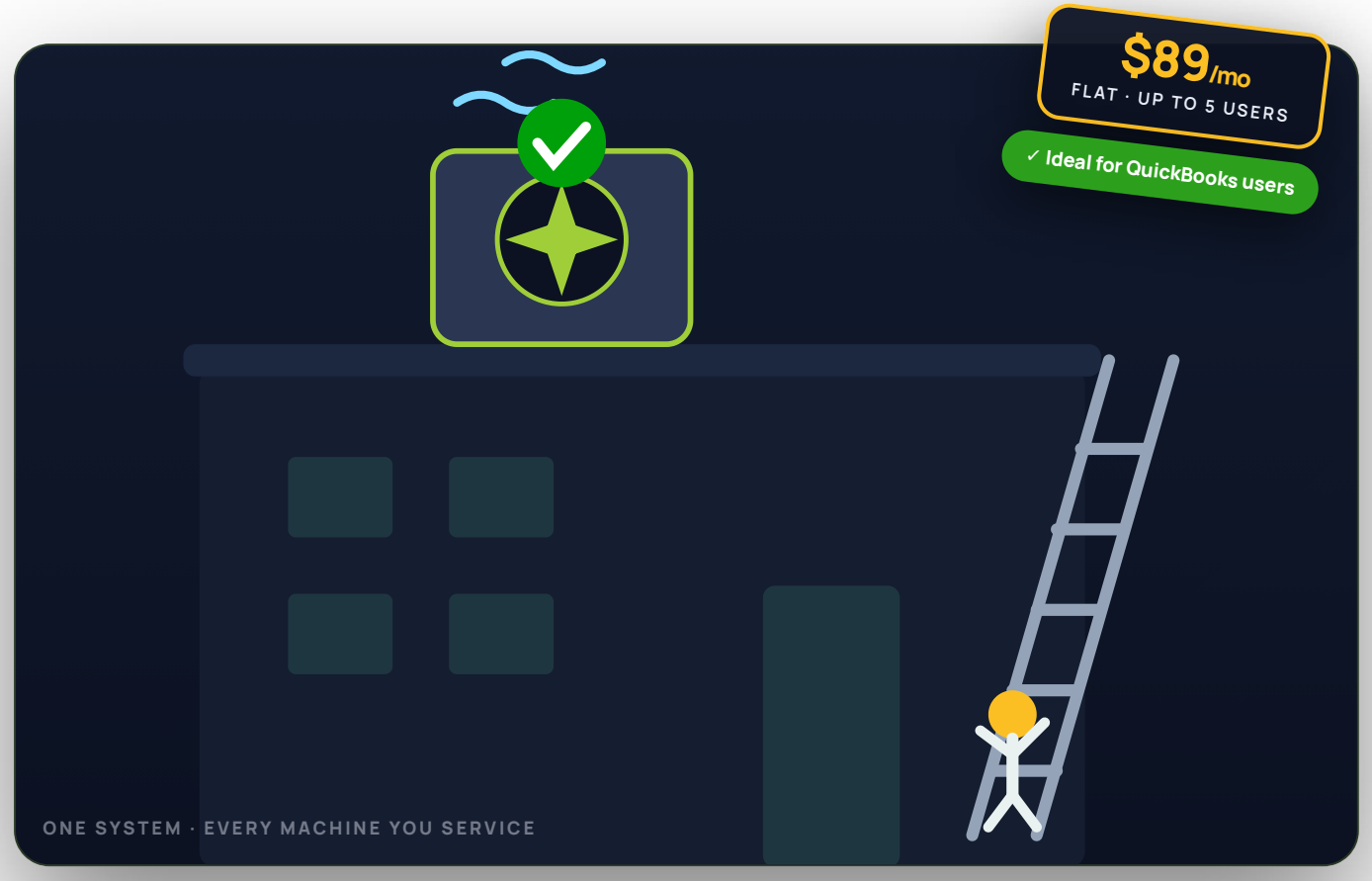
FIELD SERVICE & WORK ORDER SOFTWARE

Run the whole job from dispatch to invoice — *without re-typing anything.*

Dispatch the job, run it on the tech's phone, invoice it in QuickBooks — before the van gets back. Built for 2–10 truck HVAC, plumbing, appliance and equipment service companies.

★★★★★ **4.9/5 from 21 reviews on Capterra** · listed on the Intuit QuickBooks App Store



✓14-day free trial | ✓No credit card | ✓QuickBooks Online sync on every plan | ✓From $19/month

02 **Who we are** — And why not ServiceTitan, Jobber or Housecall Pro

03 **The flow** — Dispatch → phone → QuickBooks, in one pass

04 **What you get** — Every feature, and what it replaces

05 **Your trade** — HVAC, doors, appliances, marine

06–07 **Pricing & FAQ** — $19–$179/month flat, and the fine print

THE QUESTION NOBODY ASKS OUT LOUD

So who is this company — *and why not ServiceTitan?*

Fair question, and the one most owners think but don't ask on a sales call. Here is the straight answer, including the parts where the bigger names beat us.

The company behind it

- Repair-CRM is built by **E-Software LLC**, a US company based in **St. Petersburg, Florida**.
- The team has been building service and ERP software **since 2001**; the US company was established in 2018 and the Repair-CRM brand launched the year after.
- It is a **small team on purpose**: the person who helps you set up is close to the people who build the product. No account executive in between.
- Listed on the **Intuit QuickBooks App Store**, which means the QuickBooks Online connection is reviewed by Intuit, not just claimed by us.
- The mobile app runs on iOS and Android and is translated into **11 languages**.

Where the big names beat us

- **Jobber** serves 400,000+ pros and has around 1,475 Capterra reviews at 4.6/5. It also has automatic route optimization, which we do not match. If your crew runs 5–7 stops a day, that matters.
- **Housecall Pro** is stronger on card payments and inventory, and has a bigger consumer-marketing toolkit.
- **ServiceTitan** is built for large contractors and goes far deeper than we do — with the implementation project that comes with it.
- **We are small, and so is our review base:** 4.9/5 from 21 reviews on Capterra and 5.0/5 from 10 on G2. Fewer voices than the big names. That is part of the trade you are making.

2001	4.9/5	11	14 days	30 days
building service & ERP software	Capterra, from 21 reviews	languages in the mobile app	free trial, no credit card	money-back after you do pay

What five technicians actually cost

The cheapest plan at each vendor that includes the QuickBooks Online sync, billed monthly rather than prepaid.

	REPAIR-CRM	JOBBER	HOUSECALL PRO	SERVICETITAN
5 users, QuickBooks sync included	**$89 / mo**	$255 / mo Connect $139 + 4 × $29	$189 / mo Essentials, 5 users	Not published
Adding a 6th technician	**+$30 / mo** whole tier moves to $119	+$29 / mo	+$100 / mo	Per technician, quoted
Can you read the price off a page?	**Yes**	Yes	Yes	No — request a demo
Per-asset service history	**Built in, every plan**	Not the model	Not the model	Enterprise-grade
Who it is built for	**2–10 trucks**	Any size	Any size	Larger contractors

Figures taken from each vendor's own published pricing page and checked in August 2026. ServiceTitan publishes plan names — Starter, Essentials and The Works — but no prices; its pricing is per technician and quoted on request.

PICK REPAIR-CRM IF

You run 2–10 trucks, you already live in QuickBooks Online, you service equipment that deserves its own history, and you want a price you can read off a page without a discovery call.

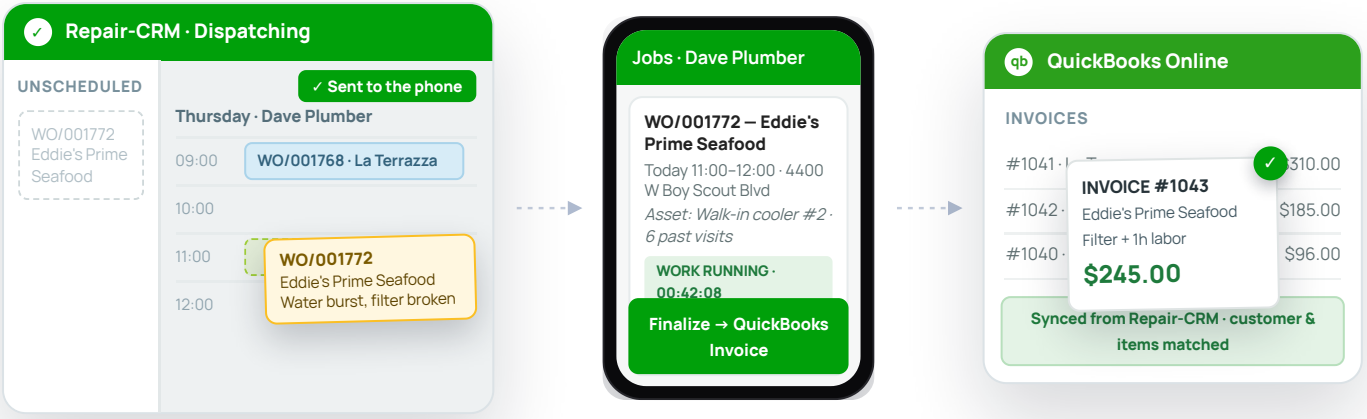
PICK ONE OF THEM IF

You need route optimization, heavy consumer marketing, payment processing at scale, QuickBooks Desktop, or you are heading past 20 trucks. We would rather you knew that now than in month three.

ONE JOB, START TO FINISH

The office drags it once. The phone gets it.
QuickBooks gets the invoice.

A burst filter at a restaurant, start to finish: the call comes in, the job is dragged onto a free slot, the technician opens the walk-in cooler's own history on the phone, fixes it, gets the signature — and the invoice is in QuickBooks Online the same afternoon.



1 DISPATCH

Every technician is a row, every day a column. Drag the job onto a free slot — it's on that tech's phone before you let go of the mouse.

2 FIELD

Photos, signature, parts and time tracked on site — offline if there's no signal. The customer gets the work order by email when you're done.

3 INVOICE

One click turns the finished job into an itemized QuickBooks Online invoice. Labour from the timer, parts from the synced catalog.

Why owners care: the two biggest hidden costs in a small service business are drive time and the second visit — and both start with a scheduling decision made in ten seconds under pressure. Nobody re-types anything, and the invoice goes out the same afternoon instead of next week.

What the flow replaces

	TODAY	WITH REPAIR-CRM
Assigning the day's work	Group texts, calls, a whiteboard	**Drag once — the phone updates**
Proof the job was done	A paper sheet that comes back at 6pm	**Photos and a signature, on site**
Getting it into the books	Re-typing jobs into QuickBooks at night	**One click, itemized, same day**
“When were you last here?”	Digging through notes and old files	**The machine's own service history**

THE WHOLE PRODUCT

Everything the shop runs on — *and nothing it never clicks.*

Field service management for owners who run the shop, not an IT department. There is no hidden second half of this product and no module to buy later — what follows is all of it.

Digital work orders

Paper jobs, lost photos and illegible notes replaced by a work order that is signed and photographed before the technician leaves the site.

Scheduling & dispatch

A drag-and-drop board with an unscheduled queue beside it, technician workload visible before someone hits overtime, and week or day views filtered by tech or status.

The technician's app

Three screens do almost all the work: the job, the asset's history, the signature. It keeps working in a basement with no signal and syncs itself when the phone reconnects.

Service history per machine

Each forklift, coffee machine, AC unit or marine engine keeps its own timeline — what failed last time and which part fixed it — not one blob per customer.

QuickBooks Online sync

Customers and products sync both ways in seconds; a finalized job becomes an itemized invoice in one click. Included on every plan, not a mid-tier upsell.

Customer portal

Branded, no password: customers request service against their own equipment, follow what's scheduled and download past work orders themselves.

Live GPS map

For the 3pm emergency: see where every technician actually is and who is closest, instead of calling around to ask.

Recurring jobs & AI history

Maintenance contracts generate their own jobs, overdue visits flag themselves, and AI Service History predicts recurring issues from past work for a higher first-time fix rate.

Suggested time slots. Tell Repair-CRM where the job is. It checks every technician's schedule and how far the site is from where they already have to be that day, then ranks the options — "3.2 km from previous job, 2h free after". You click one, before you promise the customer anything.

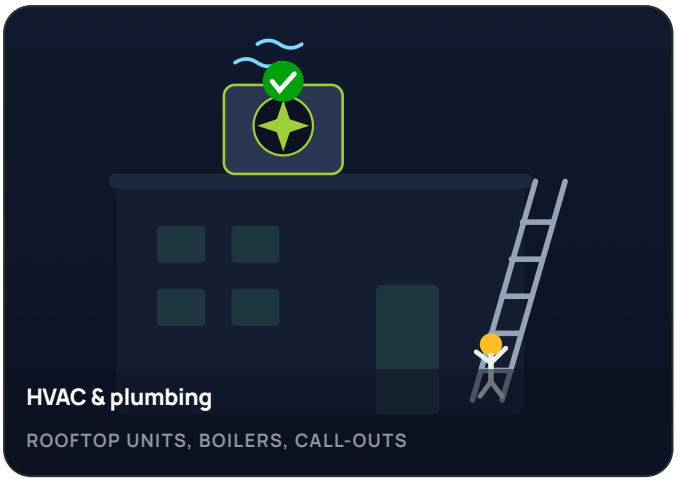
ALSO IN THE BOX

Quotes & estimates · Parts & services catalog · Automatic job timer · Photo markup · "On my way" notifications · Customer feedback · Job requests inbox · Meter readings & usage logs · Work order PDFs by email · App in 11 languages

BUILT FOR THE WORK YOU ACTUALLY DO

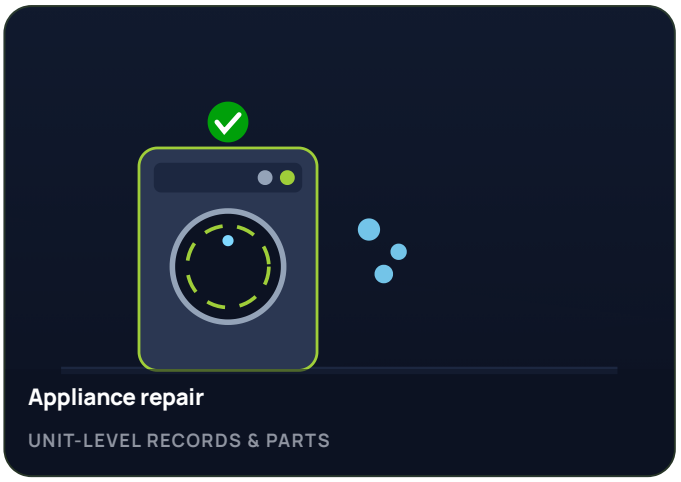
Whether you fix trucks, machines *or properties.*

Equipment-heavy services get the most out of per-asset tracking. Every trade gets work orders, dispatch and QuickBooks.



HVAC & plumbing

ROOFTOP UNITS, BOILERS, CALL-OUTS

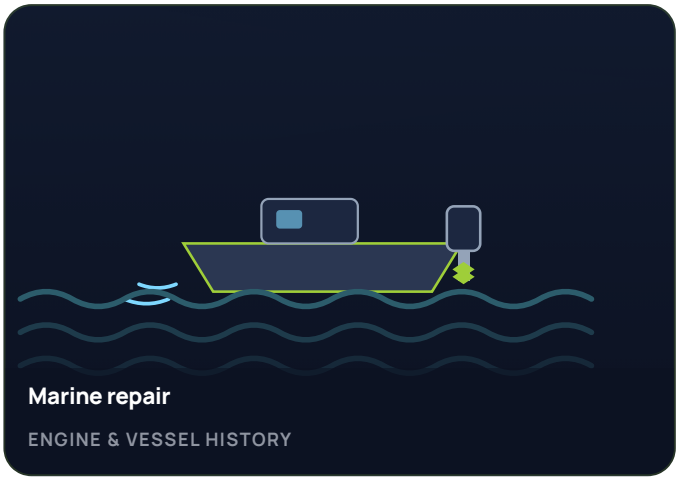


Appliance repair

UNIT-LEVEL RECORDS & PARTS

Garage & dock doors

EVERY DOOR IS ITS OWN ASSET



Marine repair

ENGINE & VESSEL HISTORY

EQUIPMENT & ASSET-BASED

- Coffee Machines
- Elevators
- Fire Extinguishers
- Appliance Repair
- Marine
- Forklifts

HVAC, PLUMBING & TRADES

- HVAC
- Plumbing
- Electrical
- Garage Door
- Locksmith
- Roofing
- Handyman
- Security Systems

PROPERTY & FACILITY

- Landscaping
- Pest Control
- Window Cleaning
- Carpet Cleaning
- Blinds & Shades
- Home Inspection

"Zero learning curve. We were able to implement and go."

Ruth F.
Marine repairs, Portland

"Simplicity between modules. We switched from bloated software and never looked back."

Raymond M.
Handyman, Boca Raton

"Digital work orders grew our efficiency 25%. Forklift maintenance tracking was critical."

Roland L.
Forklift repairs, Long Beach

PRICING

Flat per tier.
No per-technician fee.

Mobile apps, dispatch, the customer portal and the QuickBooks Online sync are in every plan. Month to month, cancel anytime, no add-on modules to buy.

Starter
$19/mo
1 user

- ✓ Online booking portal
- ✓ Unlimited customers & jobs
- ✓ Parts & services catalog
- ✓ Calendar scheduling
- ✓ QuickBooks Online sync

MOST POPULAR

Grow
$89/mo
2–5 users

- ✓ Everything in Starter
- ✓ Photos & signatures
- ✓ Live technician GPS map
- ✓ Mobile time tracking & quotes
- ✓ AI Service History
- ✓ Asset tracking
- ✓ Customer feedback

Pro
$119/mo
6–10 users

- ✓ Everything in Grow
- ✓ Same mobile app
- ✓ Same QuickBooks sync
- ✓ AI Service History included

Pro+
$179/mo
11–20 users

- ✓ Everything in Pro
- ✓ For larger crews
- ✓ Talk to us above 20 users

14-day free trial · no credit card · no long-term contract · setup help from a real person on every plan. Prices in USD, as published August 2026.

Repair-CRM vs. typical field service software

Built for 2–10 truck shops — not nationwide franchises with a training team.

	REPAIR-CRM	TYPICAL FSM
5 users, on a plan that syncs with QuickBooks	**$89 / mo**	$189–$255 / mo
Cost of one more technician	**$0 inside your tier**	$29–$100 / mo each
Per-asset service history	**Built in**	Often missing
QuickBooks Online sync	**Every plan, real-time**	Mid tier and up
Time to start	**This week**	Weeks of onboarding

Comparison figures are the cheapest plan at each vendor that includes the QuickBooks Online sync, as published by each vendor and checked August 2026.

Day 1
Start the trial, connect QuickBooks Online and import your customers and parts. About five minutes for the sync itself.

Day 1, afternoon
Invite your technicians to the app, add the equipment you service, and dispatch one real job from the board.

Day 14
Decide with two weeks of your own jobs in the system — no credit card taken, nothing to cancel if you walk away.

BEFORE YOU DECIDE

The questions owners actually ask

Q How long does it take to get running?

Usually one afternoon: connect QuickBooks Online, import your customers and parts, invite your technicians to the app, and dispatch a real job. No onboarding project, no consultant — setup help from a real person is included on every plan.

Q Does the mobile app work without signal?

Yes. Technicians can open the job, log time and parts, take photos and collect a signature with no connection — in a basement, plant room or rural site — and the work order syncs itself when the phone reconnects.

Q How exactly does the QuickBooks integration work?

Customers and products sync two ways in real time, so your QuickBooks records become the job catalog and price changes land in seconds either way. Finished jobs flow one way, as itemized invoices with labour hours from the timer and parts from the catalog. Setup takes about five minutes. QuickBooks Desktop is not supported — Online only.

Q What is asset tracking, and do I need it?

Each piece of equipment — a forklift, coffee machine, AC unit or fire extinguisher — keeps its own service history, separate from the customer record, so the technician sees what was done on that exact machine last time. Ideal for equipment-heavy trades; optional for standard HVAC, plumbing or handyman work, which runs fine on customer and job history alone.

Q Is this a Jobber or Housecall Pro alternative?

Yes. A five-person crew pays $89/month here versus $255 on Jobber Connect or $189 on Housecall Pro Essentials — the cheapest plan at each that includes the QuickBooks Online sync — while keeping work orders, dispatch, the mobile app and the sync.

Q Do my customers need an account to use the portal?

No. They enter their email and get a PIN back — on your branding, not ours. From there they raise requests against their own equipment, including the serial number, a preferred day and a photo of the problem, and download past work orders for insurance or an audit.

Q When is Repair-CRM *not* the right pick?

If you run QuickBooks Desktop, if you manufacture or distribute rather than service, or if you run more than about 20 trucks. The focus on small teams is deliberate.

Run your next job in Repair-CRM — *not on paper.*

Work orders, dispatch, asset history, customer portal and the QuickBooks sync.
Free for 14 days — software that works the first afternoon, not the first quarter.

Start 14-Day Free Trial →

repair-crm.com/freetrial/

No credit card · 30-day money-back · Listed on the Intuit QuickBooks App Store · From $19/month
Repair-CRM is a product of E-Software LLC, St. Petersburg, Florida · info@repair-crm.com