

NEXUS Operations & Dispatch

Every technician and SLA, tracked live.

A live dispatch board, geospatial fleet radar, and AI-powered ticket triage keep field operations synchronized on one screen, with SLA breaches flagged before they become customer complaints.

Key Capabilities

- Drag-and-drop dispatch scheduling board
- Geospatial fleet radar for live vehicle and technician location
- AI-powered ticket triage and SLA breach prevention
- ELD/telematics sync with Samsara, Motive, and Geotab
- Technician mobile portal for clock-ins and job notes

Built for Field Teams

Field service and dispatch run on the same identity and data core as the rest of NEXUS, so a technician's schedule, hours, and job notes post directly into the same record used for billing and payroll — no separate system to reconcile.

Where It Fits

- Included from the Starter plan for core dispatch and SLA tracking
- Fleet management and telematics sync included from Professional

Moving dispatch, ticketing, quoting, and accounting onto one workspace ended a weekly ritual of cross-checking systems for Five Points IT. In their words: "we stopped reconciling three systems against each other every Friday."

— Operations Leadership, Five Points IT

ABOUT NEXUS END2END

The unified operating system for the modern enterprise — identity, security, operations, and front-desk experience. One platform, one audit trail, one bill. Visit nexusend2end.com