

Frequently Asked Questions for Field Services Directors & Operations Managers

How does the field entry and reporting workflow work?

Field reports can be created from a scheduled dispatch — where technicians are automatically notified — or manually created by the technician. In either case, the technician works through the report, entering details based on the testing performed. Forms include the relevant fields, required validations, and can match agency form formats on both the input side and the final PDF output.

Technicians can save progress and return to complete the report later. Once finalized, the report is submitted to the manager for review. Upon approval, the final report is distributed to the project's established distribution list via email.

Can the web portal be optimized for smartphones?

The existing interface is designed to resize and accommodate various screen sizes. If specific display issues are identified, we can address them by adjusting current pages or creating device-specific views. Several Omnant customers rely heavily on smartphones and are satisfied with the current interface. We also welcome feedback on specific pages or workflows and are happy to make targeted improvements.

Can Android and iOS apps be developed for field data input?

Yes, we do have a native app. This app works both in an online and offline mode.

How does PDF annotation work on a tablet?

Yes, it works on a tablet (also a mobile phone). A demo video is available showing the system as it appears on an iPad using Chrome. We can also set up a trial site so you can experience it firsthand on your own device. Just let us know if you'd like access.

What is Omnant's capability for SMS dispatch notifications, and is there a cost?

Omnant supports SMS messaging through the scheduling system, including dispatch notifications to technicians and project contacts. Messaging is handled through a partner platform, and there is no additional cost associated with this service.

What devices are required to run Omnant?

Any modern phone, tablet, laptop, or computer running a current web browser can access and use Omnant. There are no special hardware requirements for client devices.

Are field safety forms available in the system?

Yes. Omnant supports reporting that allows safety officers to review and track safety forms system-wide. Field inspectors can also access safety forms through the platform. Depending on specific needs, this functionality can be expanded during implementation.

What is the migration and startup plan?

Omnant's setup has no dependency on existing infrastructure or legacy systems, so implementation can run in parallel with a current system. We work with your team to determine the best migration approach, including importing client and project data and configuring user accounts. Rollout can be sequenced across offices on a timeline that works for that office.

Who supports the account, and what are the response time commitments?

All requests and issues are directed to through your account manager. All correspondence is acknowledged within one hour during normal business hours. For emergencies outside business hours, clients are provided direct phone numbers for our support staff. Most minor issues are resolved within the same day. For issues requiring additional research, a resolution estimate is provided promptly with updates at agreed-upon intervals.