NEW · IN SMART SERVICE CLOUD…

Control Tower

Project management for your biggest jobs — installs, retrofits, and ground-up builds — with every phase, crew, and deadline on one board, plus a risk radar and an AI copilot watching your back.

See it in Action →

Dispatch runs today's calls. But a full system install, a commercial retrofit, or a multi-week build has phases, permits, material lead times, and a dozen ways to slip — and you usually find out you're behind when the customer calls. Control Tower is the project side of SMART SERVICE, built to run those jobs. Here's what your team gets.

PORTFOLIO · EVERY JOB AT A GLANCE

See the health of every project in one screen.

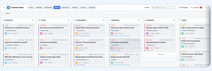
Every project carries a live percent-complete ring, task and blocked counts, days to the deadline, and an **On Track / At Risk / Off Track** badge — so a slipping job stands out before it becomes a phone call. Owner and crew sit right on the card.

- **Percent complete, tasks, and blockers** for every project, live.
- **On Track, At Risk, or Off Track** — health you read in a second.
- **Days to due** and workstream breakdown so nothing coasts to the wire.

BOARD · EVERY TASK BY STAGE

Move the work from Backlog to Done.

A drag-and-drop board runs every task across **Backlog**, **To Do**, **In Progress**, **In Review**, **Blocked**, and **Done**. Cards show priority, the assigned tech, hours logged against budget, and a progress bar — and Blocked stands on its own column, so stuck work like a med-gas rough-in never hides.

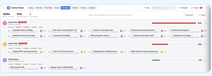


- **Six clear stages** from Backlog to Done — drag to move.
- **Critical / High / Medium** priority flags on every card.
- **Hours vs. budget** and progress right on the card.
- A dedicated **Blocked** column so stuck work stays visible.

WORKLOAD · BALANCE THE CREW

Load-balance by hours, not by gut.

Workload ranks every teammate by the **hours of work still on their plate** and flags who's overloaded — here a field superintendent carrying **649 hours against a 147-hour team average.** See each person's active, blocked, overdue, and critical counts, then move work off the pile before your best tech burns out and it turns into a callback.

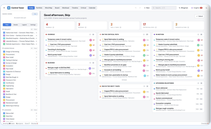


- Load measured in **real hours remaining** on in-flight tasks.
- **Overloaded teammates flagged** against the crew average.
- **Active, blocked, overdue, and critical** counts per person.
- See every task on someone's plate — and where to move it.

TODAY · WHAT NEEDS YOU NOW

Start the day knowing where to look.

Today rolls up what's **overdue, blocked, due this week,** sitting on the **critical path,** and which projects are **at risk** — with the exact tasks behind every number. It's the first screen your PM opens, and the last thing that lets a deadline sneak up.



- **Overdue, blocked, and due-soon** counts with the tasks behind them.
- **On critical path** and **at-risk projects** surfaced up top.
- One place to triage before the crews roll.

CRITICAL PATH & BASELINES

Know exactly what moves the finish date.

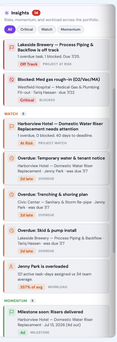
Control Tower maps the chain that decides your handover — survey to permit to procurement to install to test — and lights it up in red across the job. Set a **baseline** and it measures real slippage against the plan you promised, so a two-day slip shows up as two days, not a surprise.

- **Critical path** highlighted so you chase the task that matters.
- **Baselines** — planned vs. actual, with slippage in days.
- Weekends counted out automatically; **slips ripple** down the chain.
- Links can **cross projects**; impossible loops are blocked for you.

INSIGHTS · REAL-TIME RISK RADAR

Catch problems before your customer does.

A live engine watches every project and sorts what needs attention into **Critical**, **Watch**, and **Momentum.** Off-track jobs, blocked critical tasks, overdue work with days late, and an overloaded tech at 357% of the crew average all rise to the top — each with the project, the person, and the due date attached.



- **Off track, blocked, and overdue** flagged the moment they happen.
- **Overloaded crew** caught before burnout turns into a callback.
- **Milestones coming due** so deliveries never blindside the schedule.
- Grouped **Critical → Watch → Momentum** — read it top to bottom.

MIND MAP · HOW IT ALL CONNECTS

See how the whole job connects.

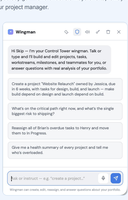
The constellation view lays out every task, workstream, and dependency as a living map — 67 entities, 98 connections, and 31 dependencies in this portfolio — with the critical path and cross-project links called out. It's the fastest way to see what's waiting on what before you commit a crew.

- **Every dependency** and cross-project link in one picture.
- **Critical path** highlighted across the whole portfolio.
- Filter by project, workstream, or assignee; **replay** how it builds.

WINGMAN · YOUR AI COPILOT

Update the plan by voice, from the truck.

Talk or type to add tasks, move dates, reassign crews, or ask what's on the critical path. Wingman drafts the change, shows it to you as a **preview,** and only applies it when you say go — and undo is always one tap away. It's a second set of hands for your project manager.



- **Voice or text** — build and edit hands-free on the road.
- **Preview every change** before it touches the plan.
- Ask it to **rebalance an overloaded tech** or summarize project health.
- One-tap **undo** on anything.

Ready to run the whole job?

Already a SMART SERVICE customer? Control Tower is in your dashboard now. Want a guided look first? We'll walk you through it in 15 minutes.

See it in Action →

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