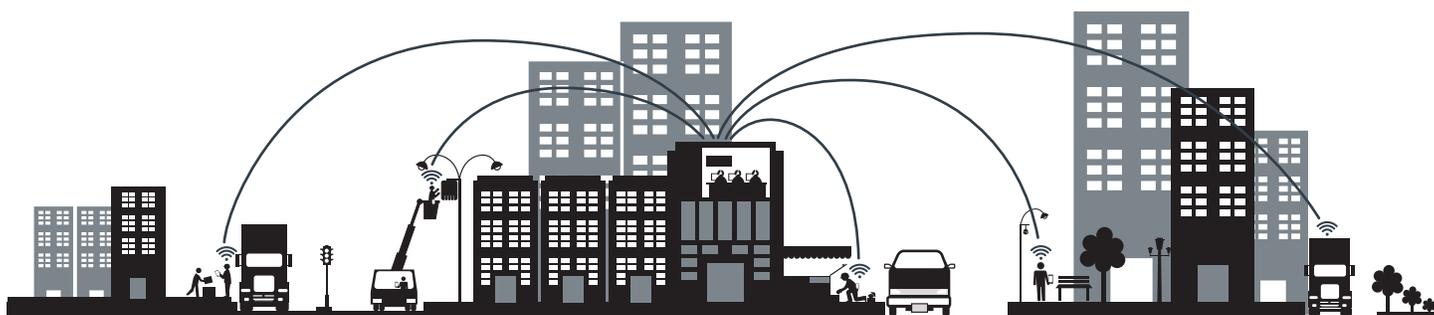


WHAT CAN MOBILITY DO FOR YOUR FIELD SERVICE ORGANIZATION?

WHITE PAPER | WHAT CAN MOBILITY DO FOR YOUR FIELD
SERVICE ORGANIZATION?

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**MOBILITY BECOMES A KEY ENABLER, PROVIDING THE
CORE CAPABILITIES REQUIRED TO ACHIEVE PEAK
EFFICIENCY IN FIELD SERVICE OPERATIONS.**

MOBILIZING YOUR FIELD SERVICE OPERATIONS

Through mobility, enterprises give service technicians the power in hand to automatically execute tasks right at the point-of-work. The benefits are realized in the field service organization and beyond. With this single powerful solution, enterprises can simultaneously reduce costs and improve customer service levels as well as reduce the cash-to-cash cycle — and more.

With mobility as a key enabler, enterprises can now provide core capabilities that enable the realization of peak efficiency, inside the field service operation and throughout the enterprise.

Enable real-time data access

Mobility enables service technicians to access all the information needed to best perform the job, right at the customer site. There is no need for technicians to gather physical customer files or product manuals — all the information is available on a mobile computer with just the press of a button. Armed with a mobile device and a real-time connection to back-end systems, technicians can pull any information needed, including:



Customer Service History. Provides valuable insights that can enable a more rapid resolution to the issue at hand.



Maintenance Routines and Detailed Product Information. Eliminates the need to carry volumes of manuals, while ensuring that service is performed properly and as quickly as possible. Additionally, electronic checklists of steps and dropdown parts lists can provide field service operations with a new level of detail — a complete audit trail, including who performed the service, the exact services performed — and how, and a complete accounting of any parts used.



Warranty and Service Level Agreement Status. Ensures that the right level of service is provided, protecting customer service and revenue levels. With this information at the fingertips of service technicians, customers are not wrongly charged for covered services, and all valid charges for services rendered are captured and billed.



Related Products and Services. Enables service technicians to perform double duty as salespeople to fully leverage sales opportunities in these valuable face-to-face visits. Since sales is not the primary competency of your service workforce, the ability to provide a list of appropriate items helps guide your service representatives through the sales process. If the customer wants to upgrade or extend a service contract or purchase an add-on product, completion of the sale can be as simple as selecting a checkbox and obtaining the customer's signature right on the electronic form.

Automate and error proof on site data capture

Mobility enables the automation of any on-site data capture required, improving technician productivity by replacing paper-based forms with an electronic version that can be transmitted directly into your business systems — no data entry required. The use of drop-down menus and checkboxes removes the potential for data entry errors, enabling enterprises to practically achieve Six Sigma levels of data accuracy. For example:



Instant and accurate capture of parts as they are used is easy through either a quick scan of the bar code on the part or selecting a checkbox on a drop down menu of parts.



Automatic capture of accurate labor time through a simple 'start' and 'stop' checkbox that uses the clock on the mobile device to calculate the exact time spent on the job.



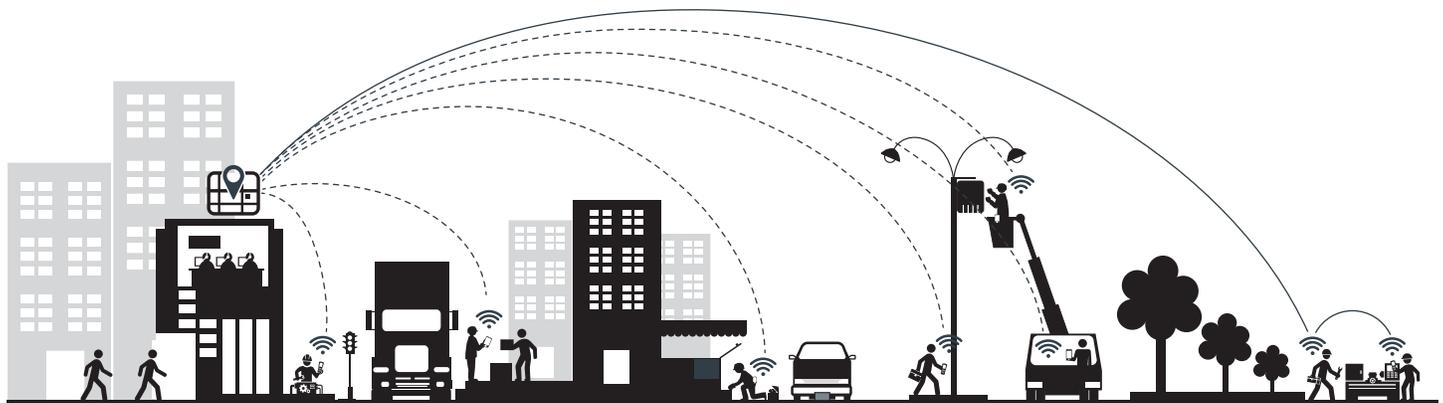
Real-time verification of completed work and authorization of any related charges through the ability to capture and transmit an electronic signature.

Enable real time workforce and fleet visibility

The world of service and support is dynamic — all day long, customers call with service requests for malfunctioning equipment. Dispatchers are faced with the sometimes-overwhelming task of sorting through calls and prioritizing dispatch orders. But performing this task efficiently requires knowledge of the customer's Service Level Agreement (SLA) and the required service times the company is committed to provide — as well as which technicians have the necessary skills required to perform the job, and of those technicians, which one is closest to the customer location.

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When you select a mobile computer with GPS capability, the real-time location of service representatives is available throughout the day. This information can be cross-referenced with SLA and technician skill level information to automatically and instantly identify which service call should be dispatched next — and which technician should receive the dispatch. Just moments after a call for service is received, dispatchers can make the right decision — without sifting through paperwork and trying to analyze data on the fly.

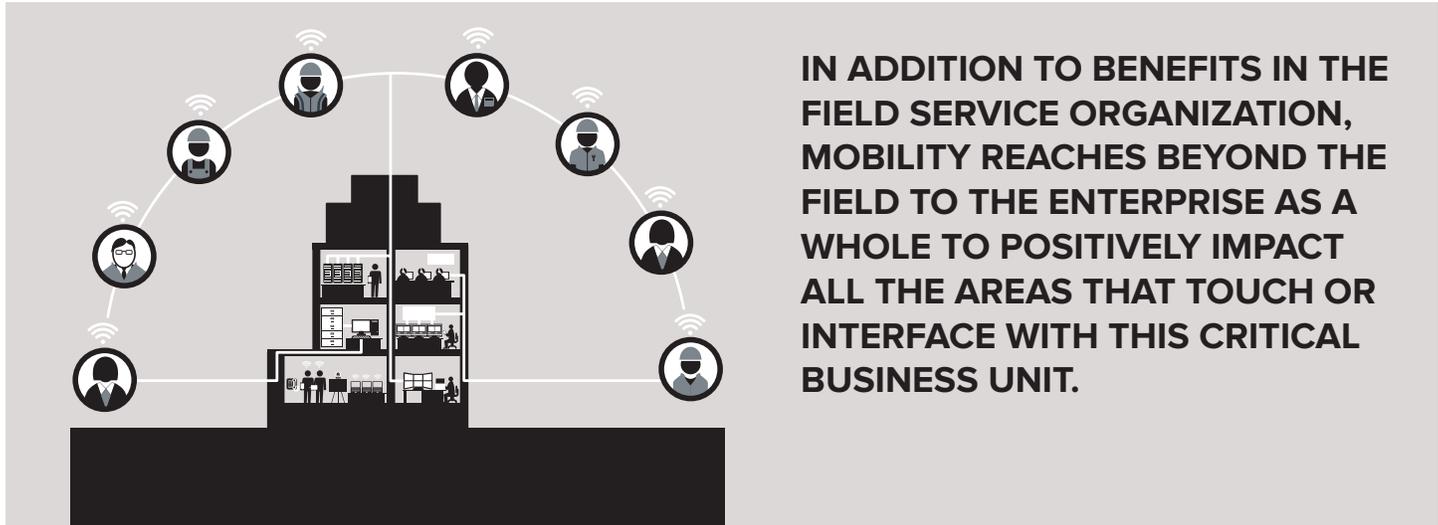


Customers receive the right level of service. Contractual commitment times are honored, and since the technician with the right knowledgebase is dispatched, service is completed promptly and efficiently.

Workforce utilization is improved. The ability to select the closest representative with the required skills enables maximum utilization of the workforce.

Fleet utilization is optimized. With visibility into the location of each vehicle, dynamic dispatching becomes a reality. Now, dispatchers can easily identify the service technician who is closest to the next customer location, minimizing mileage which in turn reduces fuel as well as vehicle maintenance costs.

BEYOND THE FIELD



IN ADDITION TO BENEFITS IN THE FIELD SERVICE ORGANIZATION, MOBILITY REACHES BEYOND THE FIELD TO THE ENTERPRISE AS A WHOLE TO POSITIVELY IMPACT ALL THE AREAS THAT TOUCH OR INTERFACE WITH THIS CRITICAL BUSINESS UNIT.

When information is collected via pen and paper, there is a significant lag time between when the data is collected and when it is available in your business systems.

Minimally, the data will be available at the very end of the business day when technicians return to the office — provided the technicians or data entry personnel are able to enter the data that day. More frequently, the data entry process takes a day or more.

Service technicians armed with a mobile computer and a real-time connection to back-end systems (including CRM, ERP and WMS) can eliminate that time lag by transmitting information to enterprise systems as soon as the data is collected. The results are significant and are felt well beyond the field service function.

Improved workforce productivity

The ability to automate access to and collection of information on site as well as transmit data electronically translates into a significant improvement in worker productivity. When time-consuming manual administrative processes are eliminated, staffing costs are impacted. The results are wide sweeping.



The same number of service technicians can complete more service calls in a day.

Data entry clerks dedicated to entering the volumes of paperwork into the computer systems can be assigned to other activities.

Billing staff productivity increases due to the instant electronic transmission of completed work orders that are ready to invoice — no paperwork processing required.

Reduced billing cycles

The ability to eliminate lag time in the invoice-to-payment process time condenses the cash-to-cash cycle time, improving cash flow and overall profitability.

Improved inventory accuracy

Real-time accurate part and tool inventories ensure that the right parts and tools are available when needed, protecting customer service and satisfaction levels.

Convergence of business data

Mobility allows the easy integration of multiple enterprise data sources to best serve customers and improve the company's bottom line. For example, technicians on site can interact with the Customer Relationship Management (CRM) system as well as the inventory database, product information and billing systems. On any given call, regardless of how many different systems house your business data, mobility can allow technicians to pull information from and push information to your business systems — such as the CRM, Warehouse Management System (WMS) and Enterprise Resource Planning (ERP) — allowing you to more fully leverage these existing major business investments.

THE POWER OF MOBILITY



Making the most of every contact with a customer is critical; and a frequently overlooked opportunity is the service call.



Through mobility, you can ensure that service representatives arrive on time with all the information, parts and materials required to perform the job right — leading to decreased costs, increased revenues and improved customer satisfaction, loyalty, retention and referrals.



You can deliver the information needed to allow service representatives to act as salespeople to leverage cross-sell and up-sell opportunities that can increase revenue.



You can achieve a real-time picture of the workforce, leading to improved productivity and vehicle utilization. Turn your field service organization into a competitive differentiator using the power of mobility.