



GoServicePro

Service Solutions - Delivered!

How effective is your service business?

- Are you giving services away for free?
- Are you looking for a better way to dispatch field technicians?
- Are you carrying excessive service inventory?
- Are you missing service level agreements?
- Would you like to make more informed business decisions?
- Do you have challenges managing your partner network?



GoServicePro delivers.

- ☑ Dramatically improved customer satisfaction
- ☑ Up to 20% increased operational profitability
- ☑ More service calls without adding additional resources
- ☑ Greater service level compliance
- ☑ Reduced inventory and parts pulled
- ☑ Management of your partner network
- ☑ Optimized resource deployment
- ☑ Improved contract renewal rate
- ☑ Improved communications with your service force
- ☑ Reduced accounts receivables backlog

Combining best-in-class software and best-practice consulting services



GoServicePro

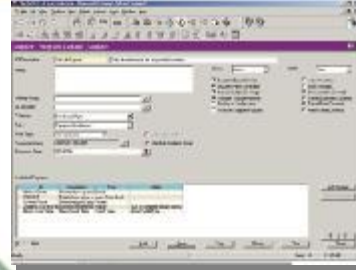
Service Solutions - Delivered!

Support



- Case management for logging and tracking service issues.
- Proactive notification and escalation of jeopardy service events.
- Comprehensive customer contact database with extensible data model.
- Search, track and manage installed products at customer locations.

Contracts



- Define SLAs for key business milestones such as "Callback", "Onsite" and "Repair"
- Cover individual customer products or entire sites with service contracts
- Define complex "Labor Price Books" for "Time and Materials" billing scenarios
- Supports customer specific working hours and holidays

Dispatch



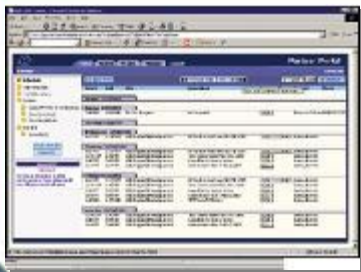
- Skills-based optimization of field service assignments
- Integrated SLA management
- Integrated mapping and turn-by-turn route planning
- Real-time optimization of field assignments
- Fully automatic service operations allow your dispatchers to focus on the "big picture" and let the system take care of the details

Logistics



- Comprehensive parts management and inventory tracking
- Complete trunk inventory and reverse logistics capabilities
- Auto-replenishment rules can be set up to automatically order parts when stocking levels reach predefined levels
- Supports multiple price books and product options

Service Tech Portal



- Complete field service functionality (Accept, Reject, Log Notes, Log Time & Expenses, Log Parts Used, Order Parts, etc.)
- Timesheet and expense report submission and approval
- Field Managers can monitor technician activities and jobs in progress
- Ideal for integrating with 3rd party Service Partners

Mobility



- Complete field service functionality (Accept, Reject, Log Notes, Log Time & Expenses, Log Parts Used, Order Parts, etc.)
- Near-realtime, "Push" based, online/offline, secure architecture
- Supports Blackberry™ and Pocket PC™ platforms
- Works with all wireless carriers

Billing



- Creates outgoing invoices and payable records for time, expenses, parts and contract charges
- Consolidates invoices across multiple contracts
- Flexible, data-driven setup and configuration
- Integrates with any financial system for AR, AP and GL

Reporting



- Web-based reporting portal with Graph, Cross-Tab, Data, and Form Views
- Built in role-based report distribution and security
- Supports drill-down, filtering and sorting of report objects at runtime
- Point-and-click query builder
- Ideal for distributing reports to customers