



GoServicePro

Service Solutions - Delivered!

Partner Integration

Using

Partner Portal™



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1. Edward Ruppel	█																
2. Done	█																
3. Mike Acger	█																
4. Bill Hasler	█																
5. Service Tasks	█																



GoServicePro Delivers Service Solutions for:

- ▶ **Customer Service**
- ▶ **Contracts**
- ▶ **Scheduling & Dispatching**
- ▶ **Mobility**
- ▶ **Partner Integration**
- ▶ **Logistics**
- ▶ **Billing**
- ▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

Today's service environment is more complex than ever. Many companies now rely on a mix of internal and third-party resources to deliver services to their customers. Working with external service partners has many advantages; such as the ability to control costs during periods of peak demand, but there are many challenges as well. The goal is to deliver seamless and integrated service while still relying on a mix of internal and external service partners to do the work. With Partner Portal™, businesses are able to integrate third party service partners into their processes seamlessly while still maintaining the visibility and control necessary to reduce costs and maximize operational efficiency.

GoServicePro provides Service Management Solutions (SMS) designed to support the entire closed-loop service delivery process – Customer Service, Contracts, Scheduling & Dispatching, Mobility, Partner Management, Logistics, Billing and Reporting.

Integrate service partners seamlessly ...

Achieve maximum operational efficiency ...

GoServicePro's Partner Portal™ is an easy to use web portal designed to integrate third party service partners seamlessly into your service operations. Working in conjunction with Dispatch Advisor™, Partner Portal™ allows service organizations to intelligently dispatch to third party partners when conditions merit, and allows third party partners to work the assignments as if they were a part of your own organization. Partner Portal™ allows users to log time and expenses, activities, tasks completed and parts used. When completed, payment can be recorded and work orders closed. Partner Portal™ allows you to manage your service partners in either "Named Mode", where the individual partner technicians are known and managed as named resources in the system, or "Virtual Mode", where your partner's capacity is modeled using "virtual" resources. Either way, Partner Portal™ gives you the power to manage your partner network seamlessly and cost effectively.



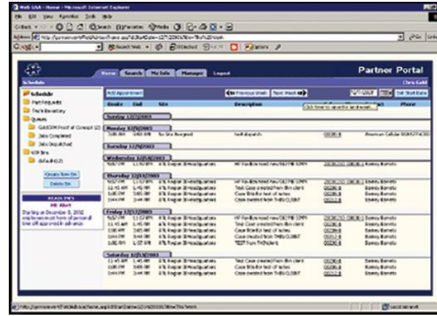
- ✓ **Automatically assign the right partner resource with the right qualifications and the right parts at the right time**
- ✓ **Optimize the use of third party partners**
- ✓ **Enable partners to record task completion information**
- ✓ **Supports "named" and "virtual" modes of partner management**
- ✓ **Gather partner performance information to enable grading of partner performance metrics.**

"As part of their service strategy, 41% of best-in-class companies are outsourcing parts of their service operations."

Service Strategies Management, Aberdeen Group, May 2007

Partner Portal™ Features

- Easy to use and intuitive web interface requires very little training.
- Fully customizable front and back end .NET architecture.
- Supports extensive field service functionality including:
 - Accept/Reject work orders
 - Change Status
 - View Driving Directions and Alerts
 - Log Timestamps
 - Log Time & Expenses
 - Log Notes
 - Log Activities
 - Create/Fulfill Tasks
 - Log Parts Used
 - Order, Receive and Return Parts
 - Maintain Site Configuration
 - Create & Run Custom Reports
 - View and Maintain Personal Skills and Schedules
 - Create and Print Service Estimates
 - Record Payments and Print Receipts
 - Close Work Orders
- Fully integrated forward and reverse logistics functionality for tracking installations and returns.
- Integrated partner ownership model supports “named” and “virtual” 3rd party resource definitions.
- Managers schedule report allows field managers and 3rd party administrators to view schedules for all of their resources at once.
- Integrated Service Level Agreement (SLA) fulfillment ties recorded activity to SLA fulfillment.
- Ad-hock reporting feature allows administrators to create and run reports on past activities while limiting the data retrieved on a “need-to-know” basis.



- ✓ Reduce Costs
- ✓ Increase Customer Satisfaction

- ✓ Improve Operating Efficiency

- ✓ Improve Partner Performance

Business Benefits

Reduced Costs

- ✓ Assign 3rd party technicians when only if there is no internal resource available to take the job, or when business conditions merit – thereby allowing your business to complete more jobs per day
- ✓ Get the job done right, the first time, every time
- ✓ Reduce travel costs and other operating expenses

Increased Operating Efficiency

- ✓ Apply consistent scheduling policies throughout your organization, with flexibility to accommodate different scenarios
- ✓ Centralize planning, scheduling and dispatching operations for both internal and partner resources
- ✓ Reduce number of jobs completed late
- ✓ Real-time and accurate visibility to workload and capacity of both internal and partner resources

Increased Customer Satisfaction

- ✓ Empower partners with all the information necessary to deliver service as if they were internal employees
- ✓ Increase first-time resolution rates by assignment of optimal resources – be it internal or 3rd party
- ✓ Improve service level attainment rates and overall performance metrics through improved quality controls and visibility to partner performance data

Improved Partner Performance

- ✓ Measure partners with consistent metrics for resolution time, commitments kept and overall cost of service
- ✓ Rank order partners and analyze partner performance using Reporting Advisor™ analytics module
- ✓ Share feedback and performance metrics with partners using Reporting Advisor™ partner reports

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