Mobile Service

Summary

The Challenge
- Optimized Workorder processing
- No more paper-based reporting
- Efficient and dynamic planning and scheduling and of fieldservice

The Solution
- Ascom Mobile Service

The Advantages
- Substantial time & cost savings
- Enhancement in data quality
- Improved customer satisfaction

Business Scenario

Many enterprises have discovered that processes which are fully supported by software systems bring many advantages. They can realize not only cost savings by removing all paper-related tasks (printing, manual dispatching, error-prone reporting, manual feed back into maintenance management system etc.), but also increase the quality of their service by obtaining reliable and real-time data from the field.

To reach this goal customers need a reliable solution which enables them to dispatch work orders easily to the service technicians which are then automatically transferred to their mobile devices. Field staff need to be equipped with a mobile device which can be either a Laptop or a PDA. On these devices runs an application which fully supports all reporting capabilities needed to accomplish all the various tasks field staff perform in their daily business.

Goals to achieve

Increase Productivity
By eliminating reliance on paperwork companies gain productivity and lower their operating costs. Handheld devices help workers to be more productive and to serve customers better.

Maximize Data Collection
Capture data of asset performance, customer info and readings at the point of performance. Upload into your back-end application in seconds. Better planning and scheduling. Generate accurate and timely compliance and best practices reports.

Deliver Superior Service
With handheld devices, technicians can access inventory information in real-time and process orders within seconds. Use data presented on palmtops to update customer info, to meet customer needs better.

The Solution

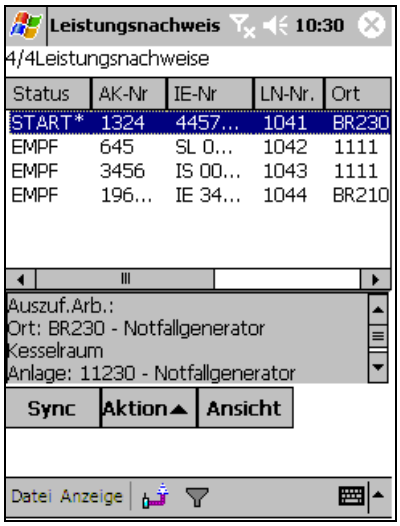
Ascom Mobile Service offers a high value consultancy and solution package which helps to optimize the business of service organizations. Based on *Agentry*™ it offers a rich set of functions which are available in conjunction with powerful computerized maintenance management systems (CMMS) like *MAXIMO* or *SAP*.

The mobile application supports the following functionalities:

- List of work orders
- Detailed information related to work orders such as customer, contact person, service level agreements, equipment, error code, security information
- Usage and ordering of spare parts or tools
- Time reporting capabilities

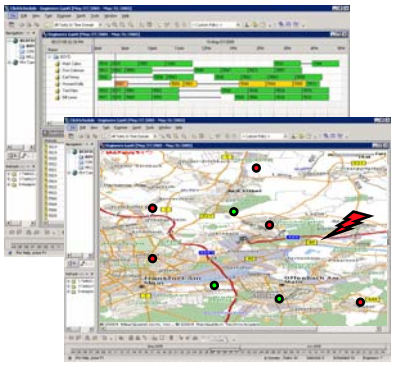
The application can be fully tailored to customer's requirements.

Today every customer already uses paper-based reporting sheets. The easiest approach is to customize the mobile application so that the sheets can be replaced. Field workers easily adapt to this new electronic way of reporting.



Planning and Scheduling
With a mobile solution, work orders must be dispatched electronically to the respective device of the technician. Ascom offers an easy-to-use application for this purpose.

The graphical planning and scheduling tool simplifies the daily work of dispatchers by providing them with a rule-based scheduling function and drag & drop capability to reschedule work orders.



The tool also provides a capacity overview and a map showing the actual location of your technicians. Work order types and status (in case of real-time reporting) will be displayed by different shapes and colors and provide dispatchers with an overview of the actual situation in the field.

Benefits

Ascom Mobile Service enables customers to implement a totally integrated "paperless work" order processing. As a result they will obtain the following benefits:

- No print-out of work orders
- No paper-based dispatch
- Reduction of travel times due to the elimination of receiving and retrieving reports
- No manual and error-prone input of retrieved reports into Backend systems
- Guaranteed reports with high quality of data – no reports lost
- Efficient rule-based scheduling and dispatching of work orders via drag & drop
- Less call traffic and costs by delivering all relevant work order information to the field worker
- Faster feedback to the end customer after work has been completed
- Faster invoicing of services due to up-to-date reporting and feedback into CMMS and financial systems

The Platform – Agentry

Ascom's solution is based on the product *Agentry*. The underlying mobile computing platform is reliable and proven. Over 600 customers worldwide have already implemented *Agentry*-based solutions.

The features of this platform include:

- Synchronization via GSM, GPRS, WLAN, LAN, Cradle
- Secure and guaranteed transmission of data to Backend systems
- Supports Clustering and Load Balancing allowing high scalability and performance
- Centralized configuration and administration of devices and applications
- Supports remote over-the-air update of applications
- Flexible connectivity to Backend-Systems via SQL and XML-Interfaces

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