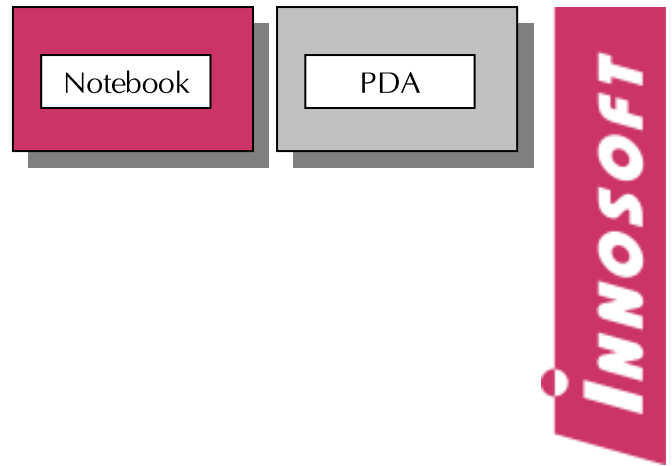


# Mobile Service Management



## Notebook Solution

### Features

#### Functions

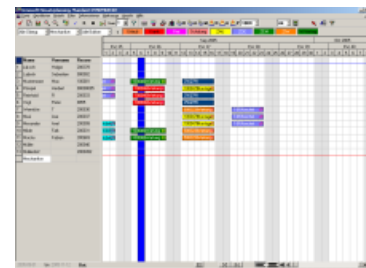
- integration into the EDP supported order processing
- adoption und creation of service orders
- asynchronous data exchange
- decentralized planning of one or more resources or complete branches
- internal and external report management
- supply of the required customer or machine information on the spot
- graphical disposition of assignments

#### Benefit

- no double data input and reduction of typing errors
- faster rendering of accounts
- linkage of several factories, branches and field service employees
- standardized service reports ready for evaluation
- support for the technician, e.g. electronic spare part catalogue, reports or machine history

### Functions of the Notebook Solution

The Notebook Solution of the Mobile Field Service integrates the sales and service employees into the EDP supported order processing. This also includes the acquisition of offers, orders and reports, as well as the



feedback of the order data. A feedback of times, spare parts, expenses and reports makes a further processing in pay roll accounting, sales department, account management and

quality assurance possible.

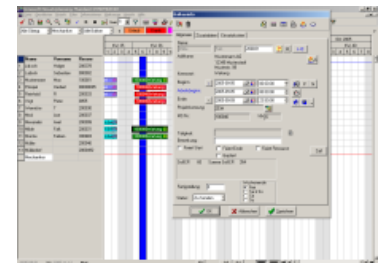
In addition, it is also possible to administrate project levels, material data, conditions of parts or assembly reports.

### Technical Coherences

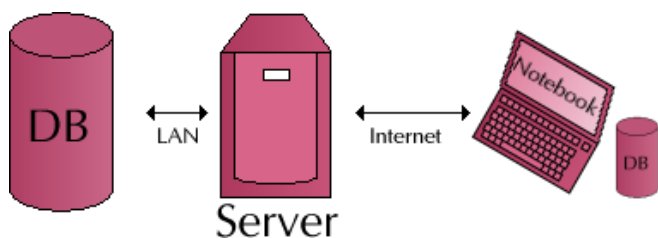
The Notebook solution of the Mobile Field Service is a decentralized version of **INNOSOFT** Delegation Planning, therefore operation is identical.

In the central delegation planning the decision is made, which order and customer data is sent out to a field representative.

Data exchange is possible either via VPN or directly by E-Mail to the appropriate



technician. Whether the field representative can only read the data or also process it is determined by individual user rights. For speed and stability reasons a SQL data base is used on the Notebook for the data storage.



# Mobile Service Management

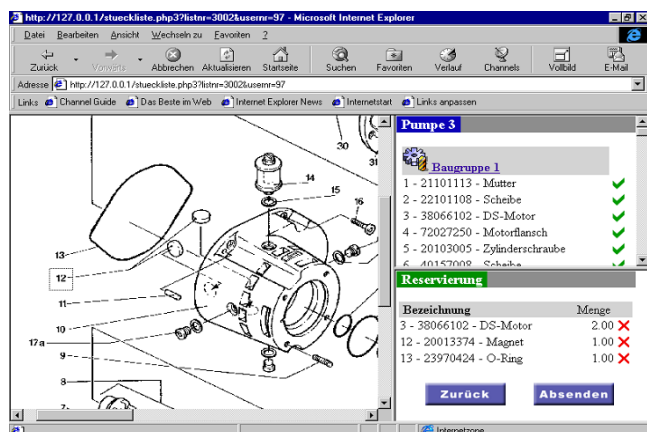
## Expandability

“Modern voucher registration” is the most important and most comfortable expandability. Instead of the usual window a form, which e.g. can be designed similar to the formerly used paper form, is presented to the field representative, who is creating a report.

In addition to the Delegation Planning it is possible to install a decentralized version of the **INNO**SOFT Customer Management. All procedures such as inquiries, disturbances or orders are received in the Customer Management and can be administered there. Thus the Customer Management provides a well structured machine and customer history to the customer engineer, which can be supplemented if necessary.

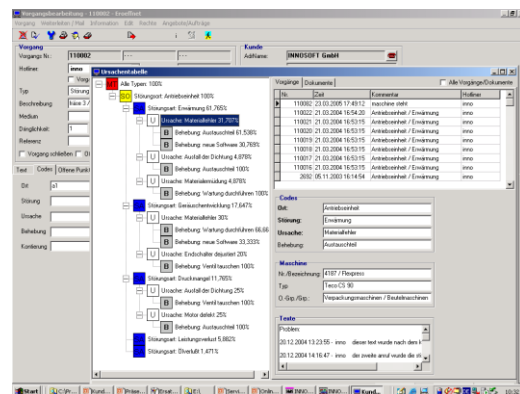
A Helpdesk is included in the Customer Management in order to support the service technician in the clearing of disturbances.

The bigger display is an advantage of the Notebook Solution when compared to a PDA. It enables the technician to use the current spare part catalogue e.g. during the actual data collection.



Spare part catalogue

The **INNO**SOFT Offer Management is another useful enhancement for the Notebook Solution of the Mobile Field Service. The Offer Management enables the field service employee to look at and work on offers or create new offers on the spot. In addition, project plans can be created and processed with the Offer Management as well.



Helpdesk

**Reisekostenrechnung**

Reise Nr.: 9999	Beleg Nr.: 3500059	Reisegrund / Travel purpose: [Dropdown]
Personal No.: 9999	Passische Erstattung: [Dropdown]	Reisezeitpunkt / Quality: [Dropdown]
Ordnung Name: Text	48 Inductive Reimbursament: [Dropdown]	Reisezeit / Travel destination: [Dropdown]
Name: Text	Wegführung: [Dropdown]	
Vorstellern: Text	Uebekunft: [Dropdown]	
Cost center: Text		Bemerkungen: [Text Area]

**Reiseckdaten (F5)**

Schritt	Datum	Uhrzeit	Land/Region
Reisebeginn	26.09.2005	19:30	Deutschland
Grenzüberschritt	27.09.2005	14:00	Osterreich
Grenzüberschritt	29.09.2005	16:00	Italien
Reiseende	01.10.2005	04:00	Deutschland

**Reisetage (F6) Abzüge**

Tag	Datum	Ort	Kunde	Frühst.	Mittag	Mi. Mont.	Abend	Ab. Mont.	Nacht zum
Mo	26.09.2005		Mustermann AG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Di	27.09.2005		Mustermann AG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mi	28.09.2005		Mustermann AG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do	29.09.2005		Alfredo Maschina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fr	30.09.2005		Alfredo Maschina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sa	01.10.2005		Mustermann AG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Barauslagen (F7) Barauslagen** Legende aufrufen: Strg + B

Nr.	Art	Bezeichnung	Betrag	Währung	Kurse	EUR Betrag	Datum	Anzahl	Bemerk
1	HOTEL	Hotel Übernachtung (Ausland)	25	EUR	1	25	27.09.2005	1	
2	BEWEG	Beiseitung Gäste	25,13	EUR	1	25,13	29.09.2005	1	
3	ARZI	Arzt/empfe ohne Versicherung	46,1	EUR	1	46,1	29.09.2005	1	

**Eigener PKW (F8)** Summe Wegstrecke Km: 341

Datum	km gefahren	Mitfahrersanzahl	Mitfahrernamen	Art	Anfangsort
26.09.2005	15	1	Heinz	PKW/km steuerfrei	Darmstadt
27.09.2005	158	1	Heinz	PKW/km steuerfrei	München
28.09.2005	170	1	Heinz	PKW/km steuerfrei	Wien

■ Datumsfeld nicht gefüllt 
 ■ Sonderangaben nicht gefüllt 
 ■ Bemerkungsfeld nicht gefüllt

## Modern voucher registration with the digital form

## System requirements

- Operating system: Windows 2000 / XP
- Main memory: 256 MB + database requirements 512 MB (for Win XP)
- Hard disc: 250 MB for the program, data according to volume
- Database: MS-SQL Server / MSDE Oracle IBM DB2 or IBM DB400

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