

Mobile Offline Client for Service Management



PDA Solution

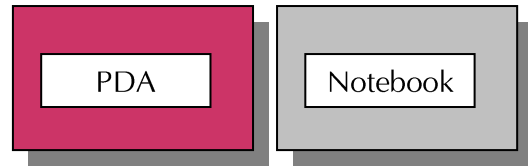
Why PDA Solution?



With the PDA Solution of the Mobile Field Service orders and answer catalogues can be loaded quickly and easily onto a PDA. There feedbacks corresponding to the answer catalogues are created for the orders and sent back to the central delegation planning during the next synchronisation. Possible contents of such a feedback are e.g. information on employment times, activity and damage overview. Completed orders and already synchronised feedbacks are kept for viewing for several days before they are being deleted. Therefore you are able to couple the Resource Planning with an ERP System, so that a feedback from the service technician to the ERP System is possible.

How does the PDA Solution work?

The PDA connects to the internet via GPRS or the USB docking station. Thus the service technician can synchronise via a SSL secured http connection with the **INNOSOFT** Resource Planning if required. During a standard synchronisation all new orders assigned to the technician are being loaded down and all feedbacks to already processed orders are transferred to the Delegation Planning. In addition, the point "catalogue update" in the enhanced menu can be selected. With a catalogue update the answer catalogues, from which can be selected when creating a feedback, are being updated. You can create as many feedbacks to an order as you like. For the final feedback the customer's signature is necessary to confirm the assignment as completed. After the transfer to the Resource Planning the acknowledged data can be examined first by the dispatcher for correctness before it is transferred into the ERP System or processed further with **INNOSOFT** Invoicing.



Process and Cost Advantages

Speeding up of Processes

- direct assignment of orders from resource planning to the technician and direct feedback to the head office
- no more manual typing out of forms

Improved Information Flow

- dispatchers know the current state of processing
- technicians are able to receive and send current information wherever they are
- central data on the availability of staff

Improved Data Quality

- secure data transfer that can be traced back
- plausibility checks and input support through predefined answer catalogues
- avoidance of multiple acquisition of paper records from service technicians and dispatchers

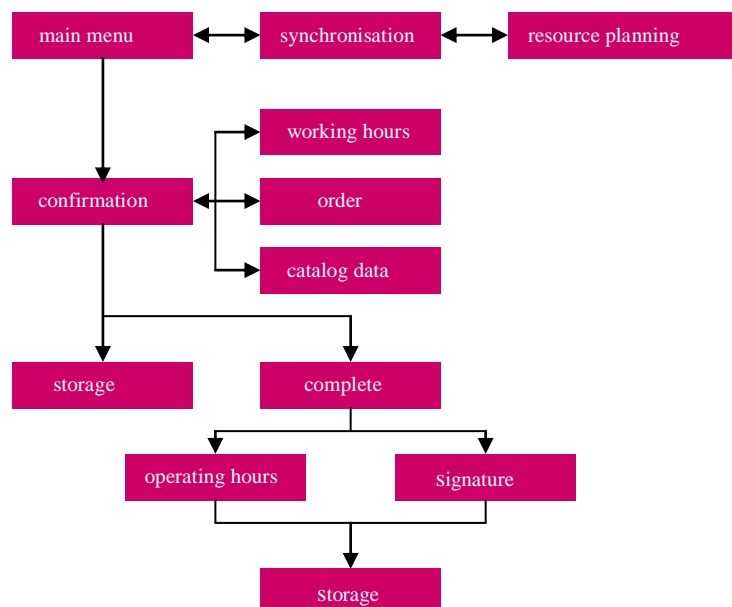
Cost Advantages

- reduction of order processing time
- faster invoicing
- less expenditure for the administrative treatment
- reduction of paper and print costs

Expandability

only for devices with Windows Mobile 2003 / 2003 SE:

- kiosk mode, to prevent access to other programs
- integrated update function



PDA- Solution process flow of Mobile Fieldwork

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Connection of the PDA Solution to an ERP System

The orders are created in an ERP system.

A	Auftrag	Art	Eckstart	Kurztext
	47025874	ZSMM	20.12.2002	2. Inspektion 2003/KW 12
	47025870	ZSMM	20.12.2002	2. Inspektion 2003/KW 12
	47025904	ZSMM	23.12.2002	1. Inspektion 2003/KW 03
	47026093	ZSMM	01.01.2003	Störungsbeseitigung 2003
	47026095	ZSMM	01.01.2003	Störungsbeseitigung 2003
	47026100	ZSMM	01.01.2003	Störungsbeseitigung 2003
	47027691	ZSMM	23.01.2003	03-0070 Fehlerhafte Lift Greifer
	47028435	ZSMM	06.02.2003	3. Inspektion 2003/KW 42
	47028481	ZSMM	07.02.2003	3. Inspektion 2003/KW 30
	47028483	ZSMM	07.02.2003	3. Inspektion 2003/KW 30
	47028485	ZSMM	07.02.2003	3. Inspektion 2003/KW 30
	47028554	ZSMM	10.02.2003	2. Inspektion 2003/KW 12
	47028709	ZSMM	13.02.2003	3. Inspektion 2003/KW 21
	47028711	ZSMM	13.02.2003	3. Inspektion 2003/KW 21
	47028815	ZSMM	14.02.2003	5. Inspektion 2003/KW 39
	47028817	ZSMM	14.02.2003	5. Inspektion 2003/KW 39
	47028819	ZSMM	14.02.2003	5. Inspektion 2003/KW 39
	47029000	ZSMM	18.02.2003	6. Inspektion 2003/KW 48
	47029002	ZSMM	18.02.2003	6. Inspektion 2003/KW 48
	47029004	ZSMM	18.02.2003	6. Inspektion 2003/KW 48
	47030498	ZSMM	10.04.2003	Austausch Motor und Ventilator H2O2 KW16

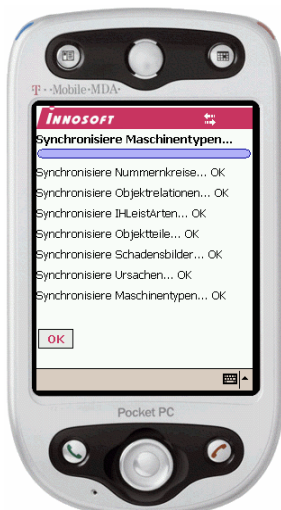
After the processing of the order the service technician creates a feedback to this order.



From there they are transferred to the **INNO SOFT** Resource Planning, where corresponding assignments for the service technicians are being created.

This feedback goes back to the **INNO SOFT** Resource Planning via the synchronisation function, where the received data will be examined again before it goes back to the ERP system via the interface.

The assignments are made available with all necessary data via a secured web server. The service technician collects them from there via the synchronisation function of the **INNO SOFT** PDA Solution.



System Requirements

- Device: Pocket PC / Pocket PC Phone
Smartphone
Mobile
Palm Handheld
Touchdisplay recommended!
- Operating system: Windows Mobile 2003 / 2003 SE
Symbian OS (only with MIDP20)
Palm OS (only with MIDP20)
- Connection: GPRS or UMTS ability

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