

Service Management System



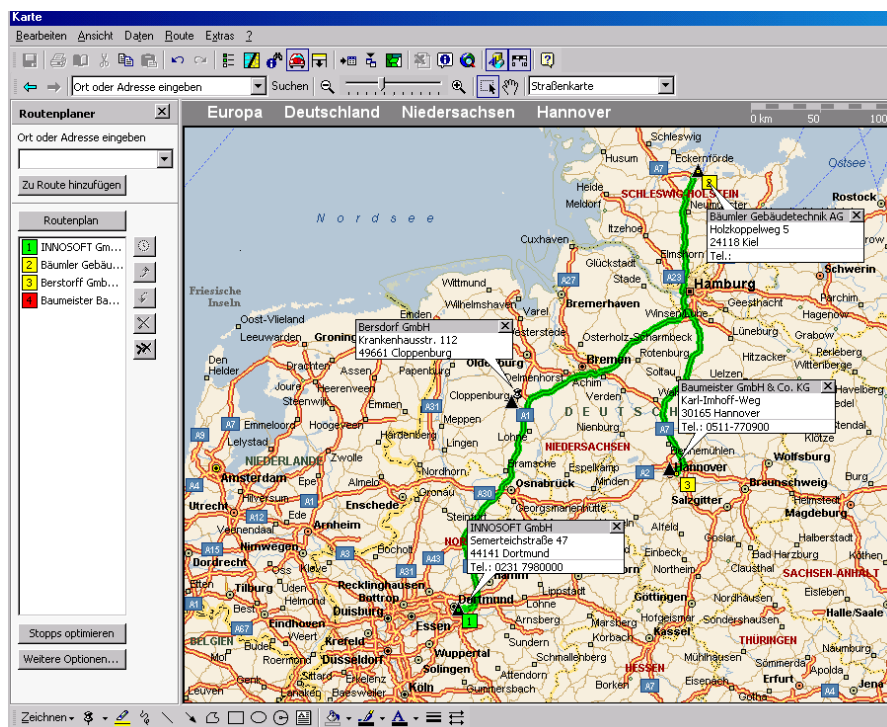
GeoMap

Functions

- Search for customers (by city, address type, etc.), machines (by machine type, date of installation, expiration of warranty, etc.), maintenance contracts (by timeframe, duration, customer, etc.), resources (by specialists, group, subgroup, place of residence, etc.)
- Search results displayed clearly on the map
- Route planning / route optimization
- Forwarding of routes to service engineers via e-mail
- Free subdivision of the map into sales areas
- Display of turnover, number of faults, etc. per sales area

Benefits

- Overview of technicians' assignments for any point in time
- Ideal scheduling of resources (which technician is closest?)
- Overview of all maintenance contracts, machine locations, etc.
- Overview of sales data (which sales area is below target?)
- Arbitrary routing (from technician's residence via customer to the company)



GeoMap

INNOSOFT GeoMap is a convenient solution for the clear geographical representation of the locations of your machines, customers and resources. The system allows the perfect scheduling of your field representatives. After registration of the locations you can see on one view, which employee is presently near a certain machine. You can now easily allocate a travel route to this employee.

GeoMap allows the optimization of the route in regard to cost and/or time saving.

Address search: The system offers the possibility to search for general addresses (e.g. hotels).

GeoMap also takes incomplete information into account and sorts the selection according to the probability.

Company data: The addresses, which have been entered with other **INNOSOFT** modules, can be searched for and displayed respectively included into the route planning. The search can be filtered according to various criteria, such as machine type, duration of assignment, specialists for particular areas, etc. The search is possible according to the following criteria:

- Customer addresses
- Postcode areas
- Machine locations
- Search for customers with maintenance contracts
- Resource search (Personnel, etc.)
- Search for assignment locations of the field representatives

Route planning: Each address can either only be displayed or also be used for the route planning. When you are e.g. planning a route from the residence of the field representative via the customer A to the machine B and afterwards to your company headquarters, then **GeoMap** allows you to do this with just a few mouse clicks. Afterwards this calculated route can be optimized in regard to time and/or cost saving.

You can forward this route by e-mail to the field representative directly from out of the **GeoMap**. As an alternative the map can be stored as an image, the route can be stored as a text file, or both can be stored together as a website.

Sales areas: The maps can be divided into (sales) areas. Combined with the appropriate data, such as the turnover per sales area, it is easy to recognize which (sales) area is more profitable than the others. It is also possible to see the sales trends, e.g. of the past four months.

GPS support: As a field representative you can let your current position be indicated by GPS, in order to have better orientation during a journey. The head office can also trace the position of the employee by means of the GPS data and is thus able to plan new assignments at short notice.

Integration: The geographical display can be called from various functions of the Service Management System. If e.g. a fault location has been reported, then the technician who is located nearest can be found with the proximity search in the Resource Planning.