

Service Management System



Mobile Field Service

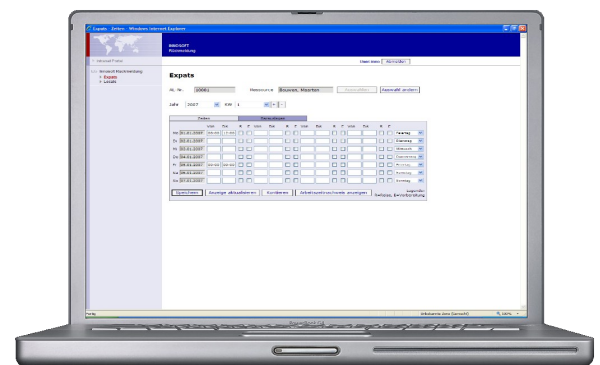
Functions

- Integration into the computerized order processing
- Acceptance of service assignments from the Resource Planning and generation of new service assignments
- Decentralised planning of one or several resources and/or whole subsidiaries
- Internal and external reporting system
- Prompt acknowledgement of completed works
- On-site provision of the required customer and installation information
- Digital signature

Benefits

- Direct allocation of the assignments from the Resource Planning to the technician
- Plausibility checks and input support, e.g. by predefined answer catalogues
- Faster invoicing and reduction of order processing time
- Linking of several factories, subsidiaries and field workers
- Consistent and evaluable service reports
- Assistance for the technician, e.g. electronic spare parts catalogue, reports or machine history
- Technicians can send and receive up-to-date information always and everywhere
- Avoidance of the multiple entry of paper receipts by service engineers and managing clerks

A screenshot of the mobile service interface. At the top, it shows the INNOSOFT logo and a 100% zoom level. The main content area is titled 'Rückmeldung' (Feedback) and contains the following information: 'Auftrag' (Order) GE-BURGSTET-L09-TR ZST with a link 'Auswählen'; 'Startzeit' (Start time) 24.07.2008 12:10; and 'Endzeit' (End time) <wird automatisch gesetzt>. At the bottom, there are buttons for 'Zeiterfassung' (Time recording), 'Kodierung' (Coding), 'Unterschrift' (Signature), 'Zurück' (Back), and 'Speichern' (Save).

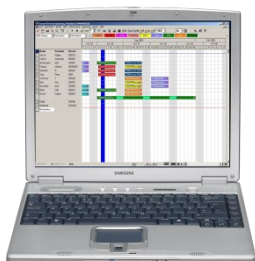


Mobile Field Service

Possibilities of the mobile connection

1. Notebook

The **Notebook Solution** for the **INNOSOFT Mobile Field Service** is the most comprehensive of the three possibilities. With a Windows application field service engineers can download their assignments quickly and easily via a data link. After work is done feedback reports are being created by means of the Digital Forms, which can – in addition to the working hours – also contain cash expenses, technical reports, used up spare parts or travel costs.



Just like the Resource Planning from Innosoft the Notebook Solution is patterned on the model of a planning board. It can be used simply per drag & drop. An SQL database is applied for the storage of data on the notebook. The synchronisation with the head office is made via a VPN data exchange module. During a data interchange all necessary information is sent to the notebook of the technician. In addition to the customer address and the installations at the site this also includes assignment documents such as e.g. safety regulations of the customer, electrical circuit diagrams and other forms.

As an autonomous Windows application the Notebook Solution offers a higher level of user friendliness compared to the Web Solution, and also the advantage to work offline with it.

In comparison to the PDA Solution the large screen can display even extensive documents. And there is also more computing power available, which allows the processing of very large amounts of data.

2. PDA

The **PDA Solution** is an interactive time reporting tool. The service engineer can easily navigate through the application with the help of the touch screen. The hours are registered by stamping, just as with an attendance recorder. After he has completed his work the technician can fill in a predefined report, where his input is supported by answer catalogues. The report can get signed by the customer and be sent to the

customer by fax or e-mail via the head office. This way the customer gets an overview of the works that have been carried out.

The technician initiates the synchronisation with the head office at the touch of a button. During a synchronisation new orders (assignments) are being fetched from the head office and the time reports are sent back. This way software updates are also automatically downloaded and installed.

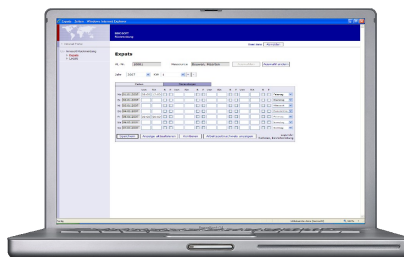
The PDA Solution is characterized by the immediate readiness for use and the easy handling due to the help of the touch screen.

Since the timestamp ordering forces the technician to write his reports immediately, the reports are available for further processing in the head office very soon.

3. Web

The **Web Solution** can be called up with web browsers such as the MS Internet Explorer or Mozilla Firefox. It is not necessary to install additional software on the clients. This enables technicians without a notebook to write their time reports e.g. from home or from a web terminal in a hotel.

That implies the advantage that no software updates



are required for clients. Updates are installed in the head office only, which means that there are considerably less administration efforts (i.e. costs). A synchronisation of the data is neither

required, since the Web Solution directly accesses the data stock of the head office. This way there will never be any problems because of decaying data again.

INNOSOFT GmbH • Martin-Schmeißer-Weg 15 • D-44227 Dortmund (Germany)

☎ +49 (0) 231 – 427 885 0 • 📠 +49 (0) 231 – 427 885 29 • E-Mail: info@innosoft.de • Internet: www.innosoft.de