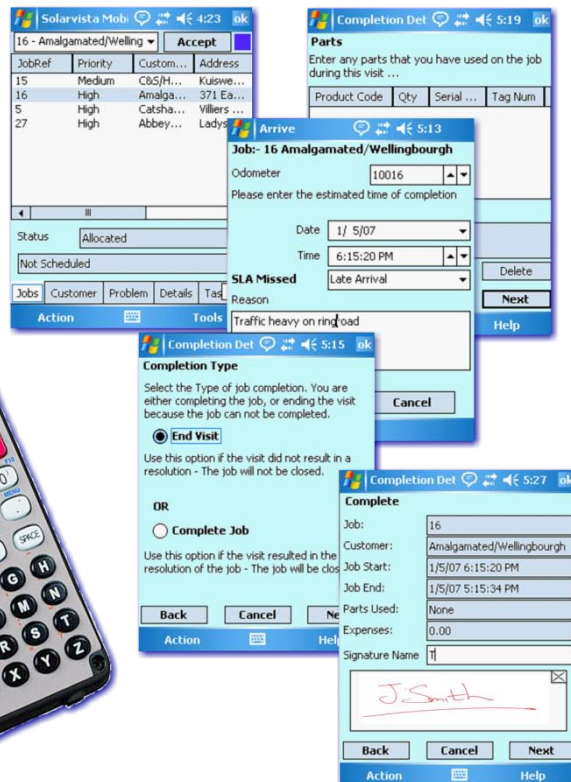




Improve field response. Maximize field workforce productivity. Empower field staff. Reduce administrative costs. Improve customer satisfaction. Improve cash flow.

PERSPECTIVE

Managing efficient use your field workforce is a key element in delivering exceptional service to your customers. The very nature of remote working means that inefficiencies are inherent and as such, it is difficult to maximize productivity without impairing service levels. To meet this challenge, Solarvista™ has developed **Solarvista™ 7.0 Mobile Worker**.



WHERE TO USE:

- Field Service Repairs
- Installation/Commissioning
- Preventive Maintenance
- Surveying
- Asset Management
- Professional Services

BENEFITS:

- Improved field work force productivity.
- Empower your field workforce.
- Simpler working life for field workforce.
- Improved customer satisfaction.
- Increased employee job satisfaction.
- Improved accuracy of service data.
- Real-time updating of data shared across enterprise.
- Faster response times.
- Increased cash flow.

RETURN ON INVESTMENT:

- Reduce call centre headcount as no requirement to re-key service job data is required.
- Increase administration capacity without headcount increase via improved productivity.
- Improve cash flow via potential same-day billing.
- Lower inventory costs thru better spare parts management.
- Reduce SLA violations/penalties due to real-time status updates.
- Reduce duplicated efforts with increased first time fix rates.
- Reduce mobile phone bills as voice/fax calls to transmit jobs are replaced with tiny data packets.

INTRODUCING... SOLARVISTA™ 7.0 MOBILE WORKER

Solarvista™ 7.0 Mobile Worker extends service automation to the field worker and the point of service delivery. It replaces traditional voice/fax notifications and paper-based service reporting and eliminates procedural delays, aids accuracy of data collection and delivers remarkably short service to cash cycles. Furthermore, it empowers field personnel with a decision support tool that delivers real-time data and eases their daily work life. It is suitable for all categories of field service including, onsite breakdown/repair, installations, calibration, training & professional services and planned maintenance.

USE WITH SOLARVISTA 7.0 BUSINESS MANAGER OR INTEGRATE WITH YOUR EXISTING SOLUTION

Solarvista™ 7.0 Mobile Worker is available as part of a complete integrated solution, *Solarvista™ 7.0 Service Management System*, or it can be integrated with your existing systems as part of the *Solarvista™ 7.0 Workforce Mobilisation Platform*.



EASE OF USE

- Operates on industry-standard, Microsoft® Windows™ Mobile 6.0 (or 5.0) devices.
- Designed for touch-screens with stylus for minimal data entry.
- Simple, menu driven entries and wizards.
- Screen adjusts for landscape or portrait working (for devices where screen adjusts for a pull-out keyboard).

TECHNOLOGY

- Uses proven and future-proof Microsoft® .NET® technology with industry standard Microsoft® Internet Information Server (IIS) as host server.
- 100% reliable, positive confirmation, push-pull communications protocol; data is not updated on host system or mobile device until confirmation is received from either end.
- Message queuing system ("store and forward") guarantees optimum communications even in areas of poor network coverage.

UNTETHERED CAPABILITY

- Application continues to operate even if outside of wireless network coverage (except for functions that by nature require live connection to host data e.g. inventory search).
- Automatically updates data when network coverage is re-established.

SECURITY

- Password security for each user (controlled from host location). Password may also be remembered by device where desired to bypass this function.
- Data stored and secured on device by Microsoft® SQL Server™ CE Edition.
- Firewall-friendly XML-based data is encrypted when transmitted from host server to device and vice versa (may also use Secure Sockets Layer (SSL) if desired instead of/or in addition to in-built encryption).
- Job data within memory of device is deleted when of no further use.

REMOTE UPDATING/CONFIGURATION

- When necessary, software updates are carried out "over the air" without need for any additional device management software (occurs after login and auto-updates/restarts).
- Features and screen options may be removed/added using central control console.
- Font size configurable between 8 and 10 points and configurable by the field user (only affects individual's device, not all devices).
- Data may be re-loaded from host at any time in case of device failure.
-

JOB TRANSMISSION

- Jobs transmitted "one at a time" or at pre-determined interval e.g. 4 hours ahead, midnight etc. subject to configuration parameter configured using central control console.
- Mobile application confirms receipt to host server allowing job status to confirm that it has been "dispatched" i.e. received on device without any requirement of field personnel to formally accept.

JOB INFORMATION

The following information is transmitted for each job:

- Customer name.
- Contact name.
- Site address.
- Contact telephone number.
- Customer reference (e.g. order no/purchase order ref).
- Service routine description plus list of tasks, with appropriate options for each task.
- Performance commitments (i.e. SLA) or requirements i.e. respond from data/time, respond by data/time, fix by data/time.
- Status of performance e.g. SLA missed, partially met etc.
- Category of job or type of work e.g. repair, survey, installation, configuration etc.
- Description of problem (if applicable) plus additional free text notes.
- Equipment/asset description, plus serial number and asset ID.
- Location of equipment within site.
- Estimated duration of job.
- Charge basis i.e. chargeable, under service agreement, warranty etc.
- Previous quantity of field visits.
- Agreement (i.e. contract) ref (if applicable).
- Date and time job created and assigned.
- Job memo i.e. free text.
- Up to ten additional user-defined fields.

NOTIFICATION/JOB LISTS/DIARY VIEW

- Visual and audible alert when new jobs are received or when key data is modified.
- Modified or new jobs appear on screen with highlight to determine changed or new data (which is removed when the job is viewed).
- Jobs viewed in list or diary format.
- Lists show 'All Jobs' (Stack or Diary) or 'Stack Jobs' only.
- Diary view shows jobs, appointments and shift information for each day in chronological order.

WORKFLOW

The field workers follow the process as detailed below for each job:

1. JOB ACCEPTANCE

Following the transmission/delivery of jobs to the mobile device, the field worker may:

- Accept - updates the status of job in host system¹ to 'Accepted' and optionally prompts for estimated time of departure/arrival (ETD/ETA).
- Reject - updates the status of the job in host system¹ to 'Rejected' and returns job to host system¹ together with reason for rejection.

2. PRIOR TO TRAVEL TO SITE

Once the job has been accepted, the field worker may:

- Modify ETD/ETA - updates the status of job in host system¹ to 'Accepted' and optionally prompts for estimated time of departure/arrival (ETD/ETA).
- Reject - as above in the job acceptance stage, the field worker may still reject the job if required.
- Arrive/Start - only used where no travel time recording is required, or when the field worker is already on site e.g. in-house work. This is the equivalent of 'arriving' at site, but without the need to record travel.

COMPLETE SYSTEM OR INTEGRATION TO LEGACY

Mobile Worker operates as part of Solarvista's complete and sophisticated service management system (Solarvista 7.0 Service Management System) or as a separate product integrated to your existing legacy systems (as part of Solarvista 7.0 Workforce Mobilisation Platform).

OTHER SOLARVISTA 7.0 SERVICE MANAGEMENT SYSTEM PRODUCTS:

Business Manager

Complete, best-of-breed, service-oriented business management system including modules for service (field service, help desk, repair centre), agreements, sales, inventory, contact centre and automated financial billing.

Planner

Graphical Gantt-style planning tool with jeopardy and show candidates function.

MapTrak

Live GPS mapping and tracking of field personnel integrated with Planner.

Optimising Scheduler

Automated scheduling with real-time optimization and appointment booking.

Customer Web Self Service

Allows customers to view their service jobs via the internet or register new service requests.

Event Manager

Allows events to be monitored and users/customers emailed automatically e.g. when jobs are scheduled.

SMS Text Messenger

Sends job details as an SMS Text Message.

Mobile Tech Content

Allows technical manuals to be stored on the mobile device and rapidly searched.



3. TRAVELLING TO SITE

When the field worker is ready to start travelling to a job, the field worker may:

- Depart – updates the status of job in host system¹ to 'Departed', starts the outward travel labour clock, prompts for updated estimated time of departure/arrival (ETD/ETA) and, if required, vehicle odometer readings.

During outward travel, the field worker may:

- Modify ETA - updates the estimated time of arrival (ETD/ETA).
- Pause/Break – records a travel labour break e.g. rest period or coffee break and captures field worker's estimated duration.

4. ARRIVAL AT SITE/START OF LABOUR

When the field worker arrives at site, the field worker may:

- Arrive/Start - updates the status of job in host system¹ to 'Arrived', concludes outward travel labour, starts the job labour clock, and, if required, vehicle odometer readings. This also records time stamps for performance/SLA monitoring and if the response SLA has been missed, prompts for a mandatory SLA Missed Reason. An option to update the estimated time of completion (ETC) is also available.
- Pause/Wait – records waiting time where access to start the job is delayed by the customer (useful where SLA monitoring is critical).

5. DURING JOB

When working on a job, the field worker may:

- Pause/Break – records a *working* job labour break e.g. rest period or coffee break and captures field worker's estimated duration.
- Pause/Lunch – record a *non-working* job labour break e.g. lunch hour and captures field worker's estimated duration.

6. FIXED/SERVICE RESTORED

Where a status update to inform the host system¹ that a problem has been fixed or a service has been restored, prior to the job actually being completed, the field worker may:

- Fix/Service Restored – captures the date/time of fix and updates any time stamps for SLA monitoring/performance tracking. If the date/time is after the Fix SLA, prompts for a mandatory 'SLA Missed Reason'.

7. COMPLETION/REGISTER FURTHER WORK

When the field worker is ready to complete the job and leave site, the field worker may:

- Complete – captures a sequence of information (configurable) in a wizard style input process, and returns data to host system¹ as follows:
- Causes - records a primary Cause Code, together with multiple secondary Cause Codes (where applicable to break/fix category of jobs only) from a list applicable to type of equipment/asset. If the primary Cause Code is excluded from any associated Agreement/SLA definition, the field worker is notified and the charge basis will change.
- Labour - concludes the job labour and records time stamps for performance/SLA monitoring

- SLA Missed - if the Fix SLA has been missed, application will prompt for a mandatory reason why SLA was missed.
- Status - updates the status of the job in host system¹ to 'Completed'.
- Parts & Materials - records parts and materials used, or collected for exchange.
- Action - records Action Codes and/or free-text notes.
- Task Results - captures service routine/task results in a step-by-step method e.g. planned maintenance routine results/confirmations of actions (also with signature of field worker and customer if required).
- Equipment Logistics - records equipment/asset deliveries, collections or exchanges e.g. swapping equipment for loan units.
- Misc Info - captures user-defined data fields (up to 20).
- Signatures - captures field worker and/or customer contact signature.
- Equipment Update - allows editing of information about customer's equipment/assets (uploaded into host system) e.g. serial number incorrect.
- Satisfaction - captures customer satisfaction survey information (prior to customer signature).
- Further Work - allows registration of further work, together with proposed scheduled date/time and if by same field worker or not.
- Return Travel - starts the return travel labour clock (where applicable).

INVENTORY/MATERIALS RECORDING

- Serialised and non-serialised inventory stored for each field worker and/or vehicle (within device memory therefore operates offline) and automatically updated from host system¹ without user intervention.
- Inventory recorded as used, collected or exchanged from within job update/closure process.
- Search function for parts/materials in other locations within your organization e.g. other field personnel, warehouses etc. (this performs a live query into host system¹). Returns location and quantity available.
- Requests function to order parts/materials which are updated with status on host system¹.
- Receive function to pick-up of consignments of parts/materials from a central source (which subsequently updates live inventory held within device).

HISTORICAL DATA

- View history of customer site, job or equipment/asset at any time.
- Returns information about previous field visits, telephone calls, emails, notes, labour, parts etc. (where retrievable from host system¹).

SERVICE ROUTINES/TASKS

- Presents field worker with list or stepped wizard style forms to capture results of tasks as part of the job update or closure process.
- Unlimited quantity of tasks per routine.
- Results may be text, numeric, menu options, numeric range, selected characters, date, time.

PHOTO CAPTURE/UPLOAD

- Allows photographs to be uploaded to specific job in host system¹.
- Binary photo data is converted to text and re-constituted to allow data to pass through firewalls.

A FUTURE PROOF PLATFORM

Even if using your existing legacy business control software, Mobile Worker is part of the Solarvista 7.0 Workforce Mobilisation Platform which means one integration exercise gives you the benefits of many products.

OTHER SOLARVISTA 7.0 WORKFORCE MOBILISATION PLATFORM PRODUCTS:

Mobile Manager

Manages key information to facilitate the use of Mobile Worker with your existing business system.

Planner

Graphical Gantt-style planning tool with jeopardy and show candidates function.

MapTrak

Live GPS mapping and tracking of field personnel integrated with Planner.

Optimising Scheduler

Automated scheduling with real-time optimization and appointment booking.

Customer Web Self Service

Allows customers to view their service jobs via the internet or register new service requests.

Event Manager

Allows events to be monitored and users/customers emailed automatically e.g. when jobs are scheduled.



EXPENSES

- Allows recording of out-of-pocket expenditure, with cost, charge and selectable category.
- Expenses may be allocated to a job if required.

CALENDAR/DIARY VIEWING

- Field worker can retrieve and view calendars/diaries for other personnel within the same team/group.

LONE WORKER ALARMS/SAFETY CALLS

- Allows field worker to setup a failsafe alarm (between 5 minutes to 2 hours) that if not deferred or cancelled, alerts users on the host system¹.

CONNECTIVITY

- Uses standard IP protocol.
- Supports GPRS, 3G, HDMA, CDMA, EDGE, Wi-Fi.
- Works across Internet or intranet.
- Can also use docked PDA via ActiveSync (wired USB, Bluetooth or Wi-Fi).
- Live status indicator informs user when connected, downloading or uploading.

ADVANCED OPTIONS

These features are not standard, but may be added at additional cost.

- Printing of service document/ticket (depends on hardware).
- Reading of barcodes for parts/materials usage (hardware dependent).
- Ability to create new jobs on device using data subset that is filtered based upon field worker's responsibilities (e.g. territory, preferred/allocated customer list) which are then uploaded to host system¹.

1. Host system is either Solarvista™ 7.0 Business Manager in case of Solarvista™ 7.0 Service Management System or third-party application in case of Solarvista™ 7.0 Workforce Mobilisation Platform. Some features may not be feasible when used with third party application

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DEPLOYABLE:

On Windows Mobile 5/6 devices:

Runs on Microsoft® Windows™ Mobile 5 or 6 devices including consumer and industrial type devices with quarter size VGA screens.

Consumer-class devices examples include HTC TyTn II, T-Mobile MDA series, Vodafone V16xx models, O2 XDA series, Verizon XV series.* Industrial-class devices examples include Psion Workabout Pro, Intermec VX series, Symbol MC series.*

* These devices are examples only. New devices are launched at regular intervals and as such, it is recommended that a full survey of available devices is done before deciding upon specific models.

KEY SYSTEM REQUIREMENTS:

Microsoft Windows Mobile 5 or 6
Microsoft SQL Server CE
.NET Compact Framework
Mobile Data Connection

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Solarvista™ specialises in delivering integrated Service Management, Customer Relationship Management (CRM), Mobile and Scheduling solutions for organisations that market, sell, service and support equipment/assets or provide professional services. In addition, we provide Workforce Mobilisation software for integration with existing systems. Our products are used by companies of varying sizes, from blue chip to SME in over 20 countries.

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