

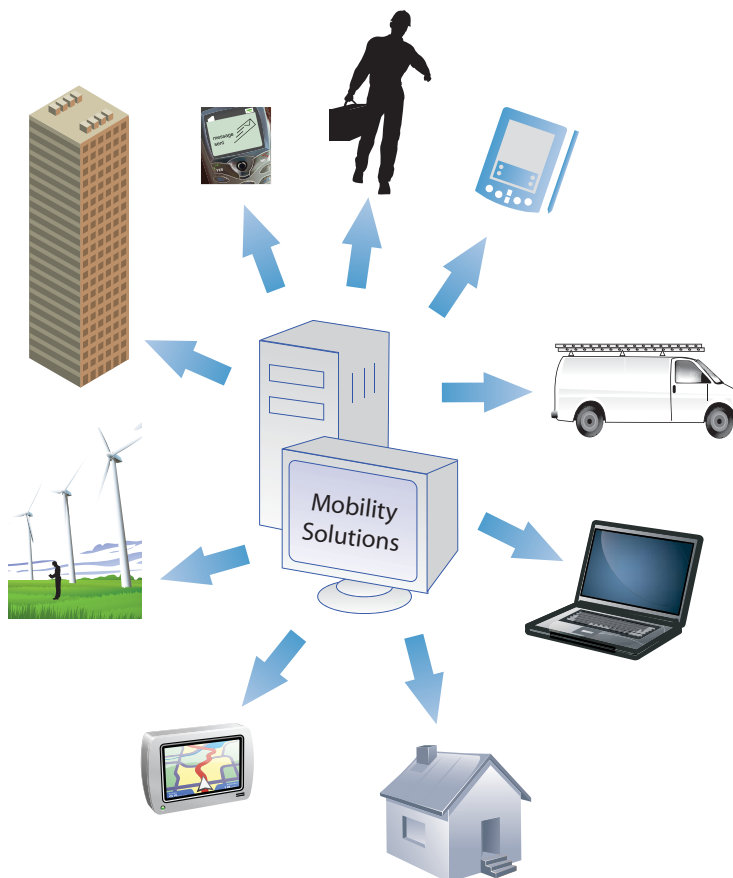


# WennSoft Mobility Solutions

## Enable Technology for your Organization

Mobility solutions facilitate:

- Communication with field service resources
- On-site data entry, capture and time tracking
- Increased technician access to customer information while on site
- Efficient scheduling of current and future work
- Improved reporting and analysis
- Reduction of time from completion of service to invoice



Field service technicians are a primary workforce for many organizations. It is this group that is responsible for servicing customers, delivering a quality product and creating the market impression for your organization. The nature of the field presents inherent, but not insurmountable, challenges. Overall communication, response times, customer service issues and time utilization are primary areas in which effective management becomes critical for success.



# Stay Connected with Your Field Service Staff to Save Time and Increase Efficiency



The ability for your staff to work effectively outside of their traditional locations has been made possible by the advancement of mobile computing applications. Today's worker can access critical information, communicate with the back office, interact with customers and close the loop on service in real-time. Not only do these advances deliver efficiencies to the organizations leveraging them, they provide a foundation to enable streamlined processes, improve customer service, reduce costs and increase productivity.

Integrated by design, WennSoft offers a suite of mobility solutions designed to keep you connected with your field service resources. Built on the superior financial management capabilities of Microsoft® Dynamics™ GP, these solutions extend the WennSoft Service Management Series with a mobility component, allowing you to deploy a more effective, efficient and profitable mobile field staff. WennSoft mobility solutions offer an array of software, hardware and connectivity options designed to give your organization the flexibility necessary to meet your specific needs.

# MobileTEC

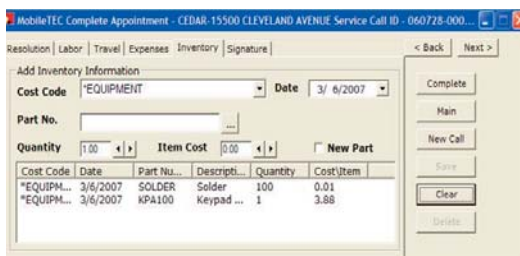
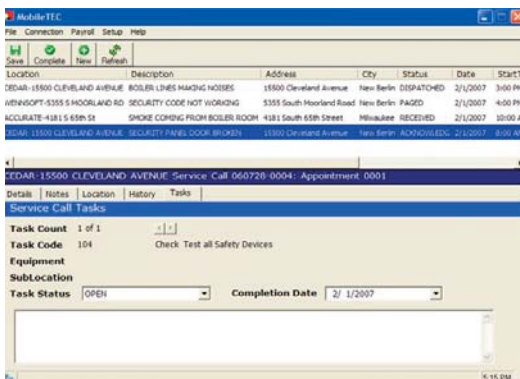
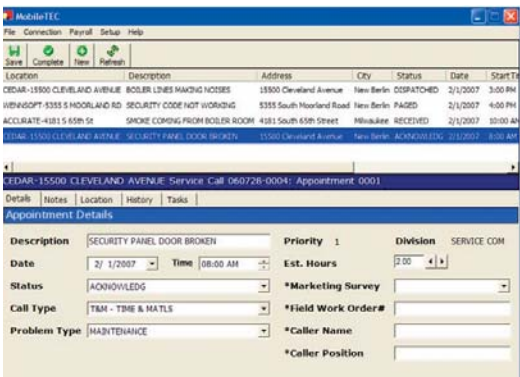
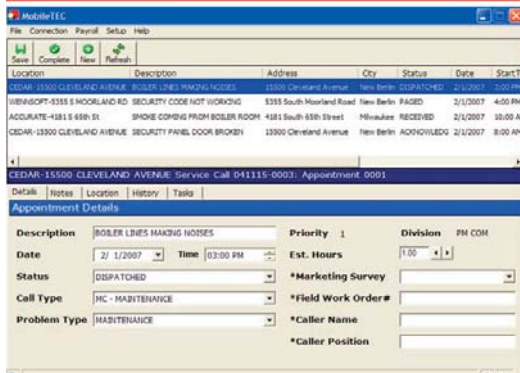
MobileTEC, an effective extension of the WennSoft Service Management Series, is the flagship product in the WennSoft mobility lineup. Available in versions for a Pocket PC, laptop or tablet PC, MobileTEC provides back-office information where technicians need it most, in the field.

Written in .NET technology utilizing the Windows Mobile 5.0 platform, MobileTEC can leverage all of the power and potential that today's technology has to offer. With MobileTEC, daily activities such as sending new service calls to the field, resolution tracking and initiating new service work orders is routine.

Core functionality has been designed to address the common needs of field-based employee:

**Service Calls** – Key information can be quickly and effectively conveyed to the field. Details include:

- Customer information
- Service history
- Call type
- Problem description
- Scheduled date and time
- Location, equipment and maintenance contract information
- Appointment status (in route, arrived, complete, etc.)
- Service call time stamps
- New multiple service calls
- Guaranteed response times
- Service tasks and required responses
- Additional information and notes



**Call Closeout and Resolution** - Accurate collection of work data and related attributes from a single point of entry improves processes and increases efficiency.

Information related to the following can be added to the customer record by the field technician:

- Labor hours
- Personal or company vehicle miles
- Reimbursable business expenses
- Parts usage
- Customer signature
- Description of completed work

**Maintenance Tasking** – Critical to the successful completion of complex equipment management, maintenance tasking ensures that all steps are clearly outlined and available for reference and completion.

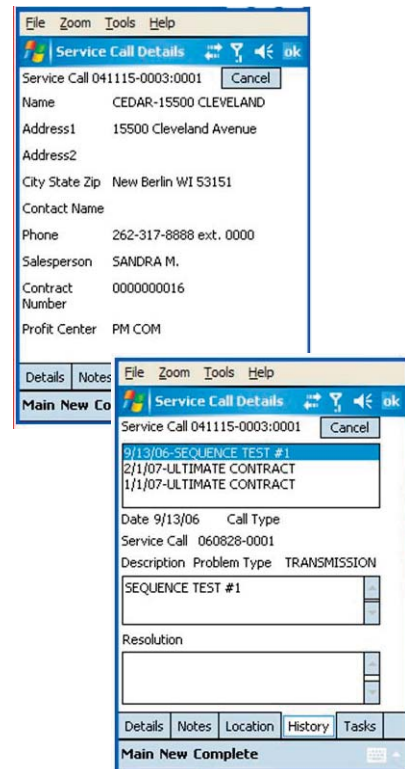
MobileTEC facilitates:

- A significant reduction in the amount of time spent documenting routine information
- The elimination of handwritten logbooks and reports
- Collection of task information for accurate reporting and analysis

MobileTEC can improve the accuracy of data capture, guide decision making and enforce standards and best practices. Productivity efficiencies are realized when field workers are enabled to update schedules, add parts and materials usage, send and receive e-mail, record expenses and manage scheduled maintenance.

**Additional MobileTEC benefits:**

- Improved communication to and from the field
- Decreased costs through increased efficiency
- Process and accountability improvements
- Elimination of redundant or inefficient data entry
- Increased customer satisfaction
- More efficient scheduling and routing
- Electronic tracking of the entire service process
- Streamlined reporting and billing



# WennSoft WebTECH



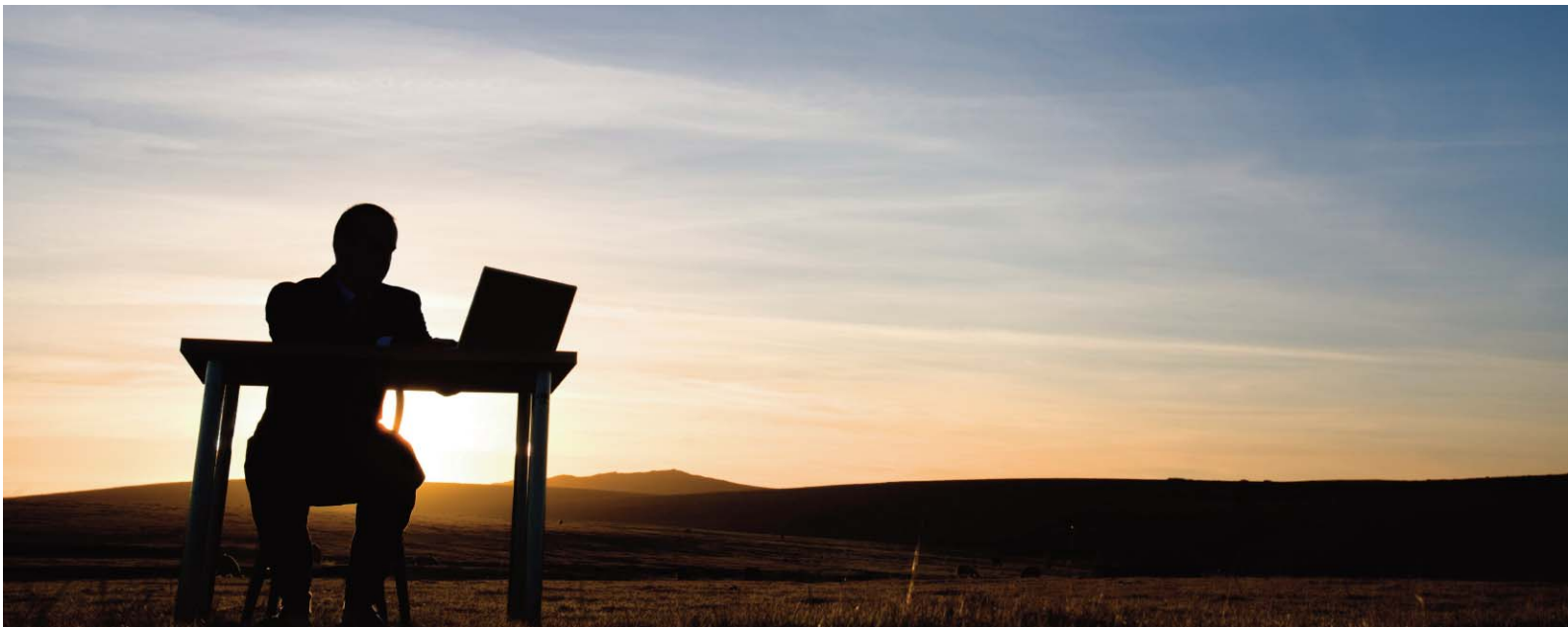
WennSoft WebTECH is a browser-based application, designed to be platform and connectivity independent. This facilitates an extremely flexible environment for access to system data while leveraging existing hardware and connectivity methods.

As long as the technician can access a web browser with an internet connection, they can utilize the WebTECH solution. By utilizing a browser as the platform, many of the potentially negative implications for compatibility and interoperability are removed, allowing you to focus customer service.

WebTECH utilizes a tab-based navigational structure, which allows field technicians to access a number of different elements as they relate to the work and customer base to be serviced during a particular period of time.

This information includes:

- Technician Dispatch Board - displays all calls for the current day
- Service Call Detail - provides high-level information about the customer, location and service call
- Tasks - details needed work, includes editing capabilities
- Contracts & Equipment – displays available equipment and whether it is covered by a contract
- Labor & Parts – form-type entry to record labor and parts utilization
- Call Summary – an overview of the call, the final phase before closing out the call





5355 S. Moorland Rd.  
New Berlin, WI 53151  
[www.wennsoft.com](http://www.wennsoft.com)  
E-mail: [mobility@wennsoft.com](mailto:mobility@wennsoft.com)  
262-821-4100