

- *Improved efficiency*
- *Reduced cost*
- *Enhanced customer service*

Complaint	Action	Call Report
<p>Customer : <u>DataCard Systems</u> Complaint : <u>Broken Printer.</u> Date : <u>09/25/01</u> Product : <u>HP LaserJet 690C</u> Observation : <u>▼ Genuine</u></p> <p style="text-align: right;"> <input type="button" value="Action"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/> </p>	<p>Customer : <u>DataCard Systems</u> Product : <u>HP LaserJet 690C</u> Complaint : <u>Broken Printer.</u> Unsite : <u>▼ Fixed</u> Pending : <u>▼ None</u></p> <p style="text-align: right;"> <input type="button" value="Done"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/> </p>	<p>DataCard Systems Bob Peterson 09/27/01 02:30 PM</p> <p>Product : <u>HP LaserJet 690C</u> Contract : <u>Gold</u> Date : <u>09/25/01</u> Complaint : <u>Broken Printer.</u> Observation : <u>Genuine</u> Action : <u>Fixed</u></p>

Handheld solution developed for mobile field technicians

OBJECTIVE

Use of handheld devices such as Palm dramatically reduce the cost of field service, what is often a company's most expensive interaction with the customers. By ensuring that customers are happy with service experiences, companies increase the chances of customer retention. Handheld computing can transform field service from a cost center to a revenue producer.

Typically, a common scene at most of the businesses offering field service is :

- ◆ Field technicians, service engineers use pen and paper process to record the information during their client visits. At the end of the day, this information is reentered in the desktop PCs.
- ◆ They carry service call books, inspection worksheets, and user manuals with them on the field.
- ◆ Sometimes, they arrive at the customer's place with the incomplete information about job requirements, which is a matter of irritation to a customer.
- ◆ Being away from their desks and unable access to internal database, field service staff is unaware about changed customer requirements, inventory data, urgent service calls etc.

All this process is time consuming, error-prone and redundant. Moreover, it lacks in meeting the heightened field service expectations of a customer.

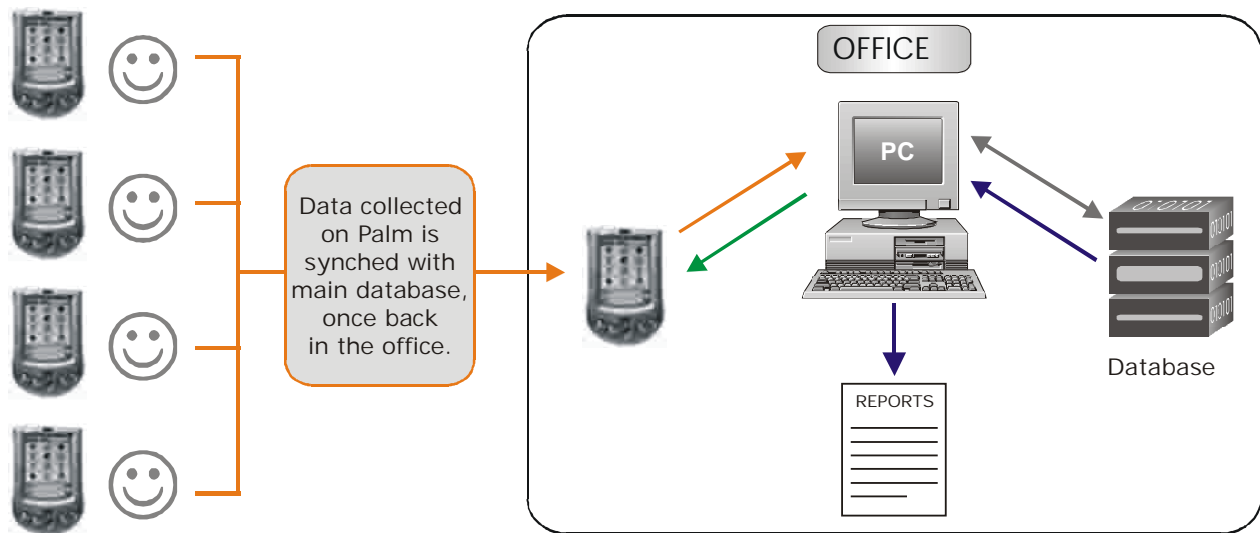
SOLUTIONS

A typical handheld solution would consist of two components,

- ◆ Desktop Module:
Application to synchronize data between a Palm/ PDA and the main database.
- ◆ Mobile Module:
Application running on a Palm/PDA.
Mobile field staff would download the data from main database on Palm before going out on field. Using the application on Palm he/she can enter the service call information, refer user manuals, check customer history etc. At a press of a button, the data entered on Palm would be integrated with a main database, once the service staff is back in the office.

The handheld solution can be custom built to suit the individual customer's requirements. In addition, the appropriate handheld devices can be chosen depending on the need of real-time or Off-line access to main database.

SCHEMATIC



Technicians, service engineers in the field collecting data on Palm

TYPICAL USES

- ◆ Capture service call information on Palm using Checklists, Prompts, Forms.
- ◆ Give information on discount schemes, spare-part pricing recorded on Palm.
- ◆ Book orders.
- ◆ Capture customer signature as a proof of delivery, completion of service calls or order confirmation.
- ◆ View past breakdown, repair records, patterns of recurring problems.
- ◆ Ability to indicate possible erroneous data entry.
- ◆ Ability to generate preventive maintenance, service call routes.
- ◆ Convey urgent service calls to field technicians over wireless handheld device.
- ◆ Interfacing with bar codes scanners for automatically capturing the equipment information.
- ◆ View reference materials such as user manuals, maintenance procedures.

- ◆ Ability to interface with GPS devices to automatically capture location information and movement tracking.
- ◆ Carrying handheld devices to difficult equipment location is convenient compared to carrying service manuals, service call books etc. The availability ruggedized handheld devices makes them suitable to withstand harsh working environments.

KEY BENEFITS

- ◆ Possibility to convert Field service from cost center to revenue generator
- ◆ More organized and efficient field service staff.
- ◆ Minimize redundant travelling.
- ◆ Reduction in time and cost of collecting service calls data due to elimination of redundant data entry and paper work.
- ◆ Increased accuracy of data due to elimination of error-prone data entry.
- ◆ Saves paper and paper work.

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