

ServMan Mobile

ServMan Mobile provides the competitive advantage of a paperless work order management system that accelerates your revenue cycle, improves billing accuracy and increases field technician efficiency.

ServMan Mobile requires a hand-held cellular device running a Windows Mobile Operating System with a 320x240 VGA touch screen. These are commonly referred to as Smart Phones, Pocket PCs, PDAs, etc. Many include features such as built-in cameras and Bluetooth, which are useful for capturing images when detailing work orders and printing receipts in the field using a portable Bluetooth printer. All of the major cellular service providers have such devices available. There are also many rugged device manufacturers offering these types of devices.

Here are some ServMan Mobile compatible devices currently offered by the top four US cellular service providers:

AT&T (formerly Cingular)

- Cingular 8525

Sprint-Nextel

- Samsung IP-830w

Verizon

- Samsung SCH-i730

T-Mobile

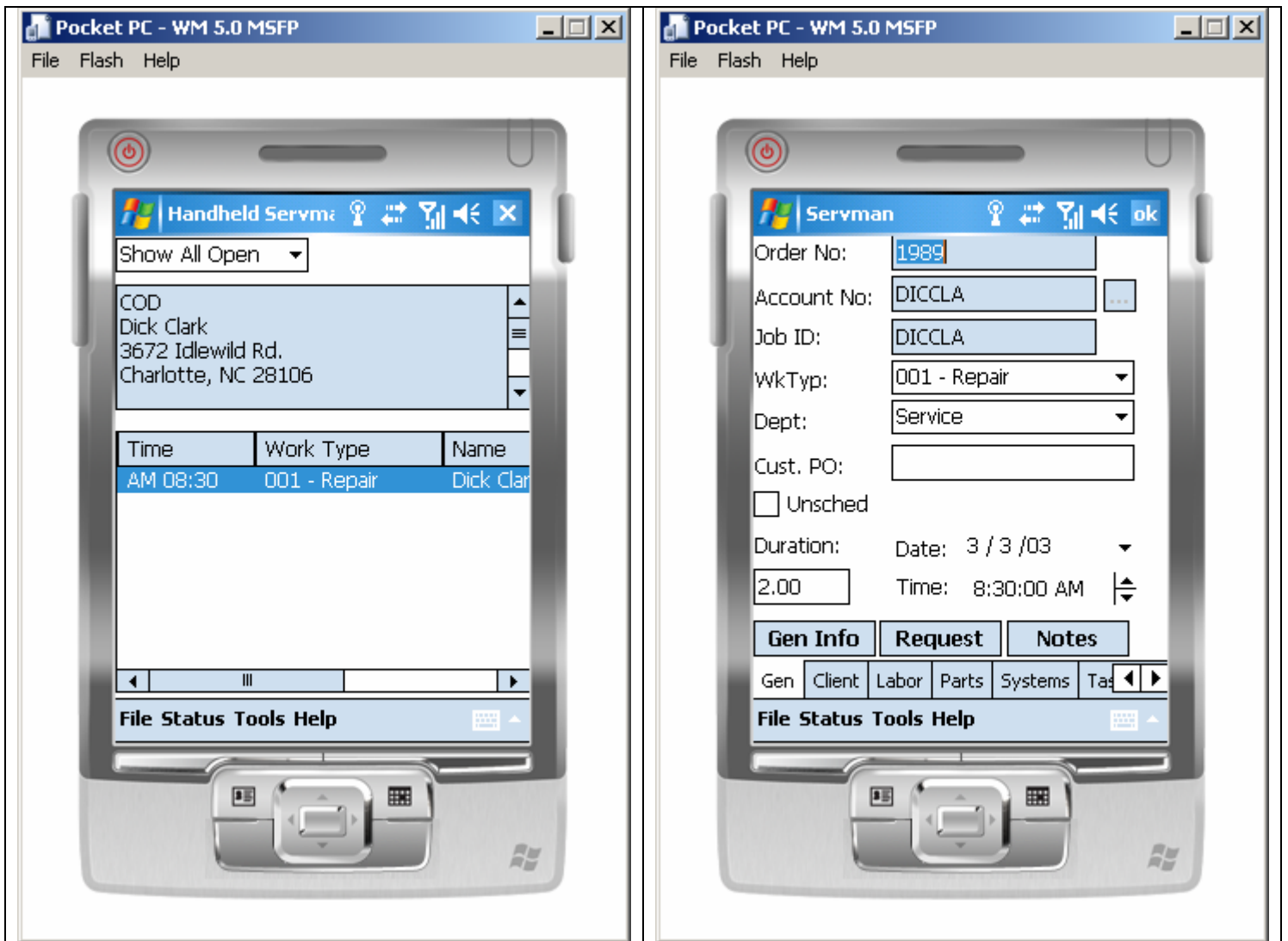
- HP iPaq Pocket PC h6315

Please remember that the technology and devices offered change rapidly. If you are considering a new device for ServMan Mobile and are unsure about its compatibility, contact your ServMan representative.

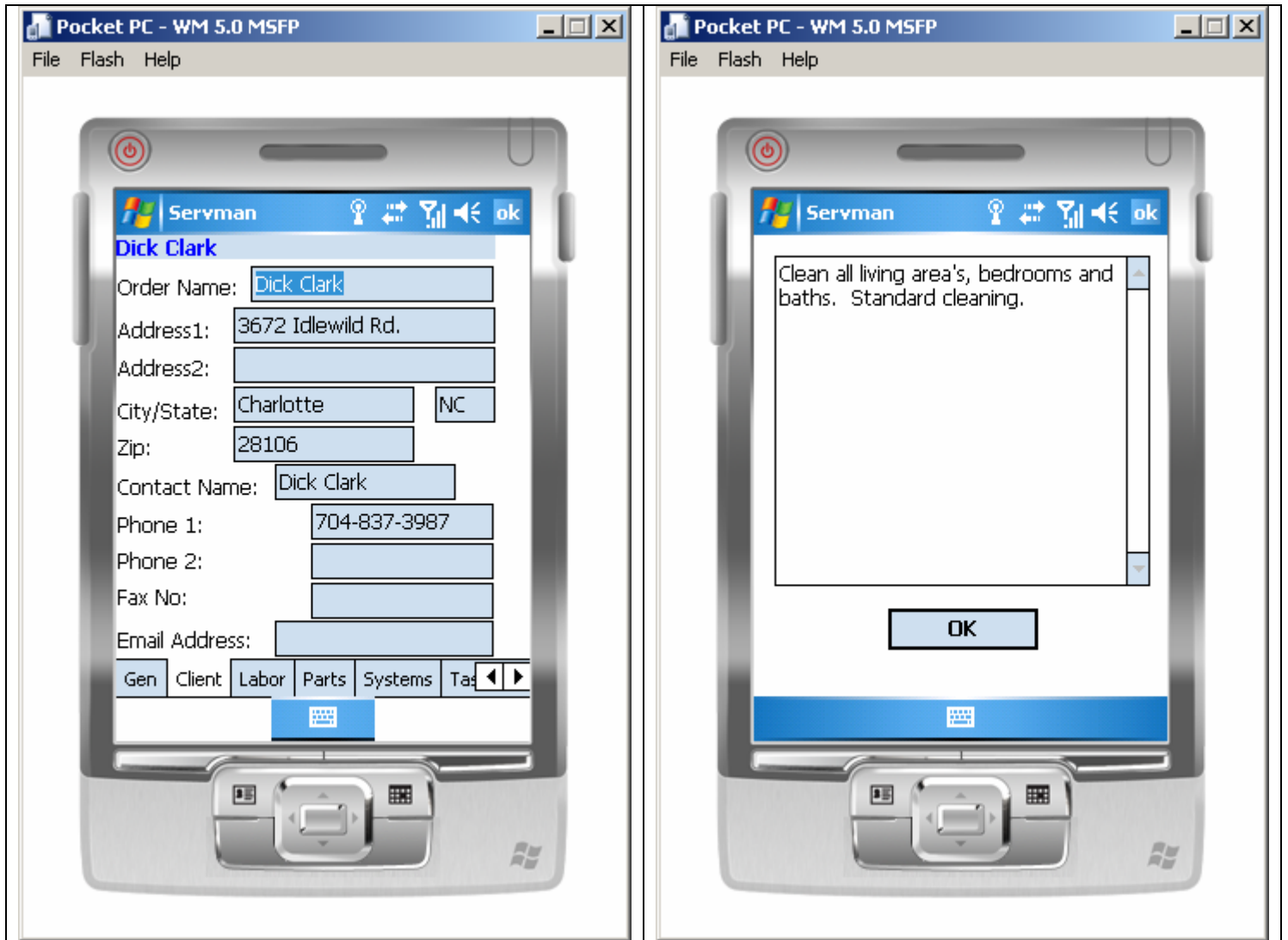
The following pages provide screen shots of ServMan to illustrate the ease and power of this state-of-the-art order management system.

ServMan Mobile Standard Screen Images

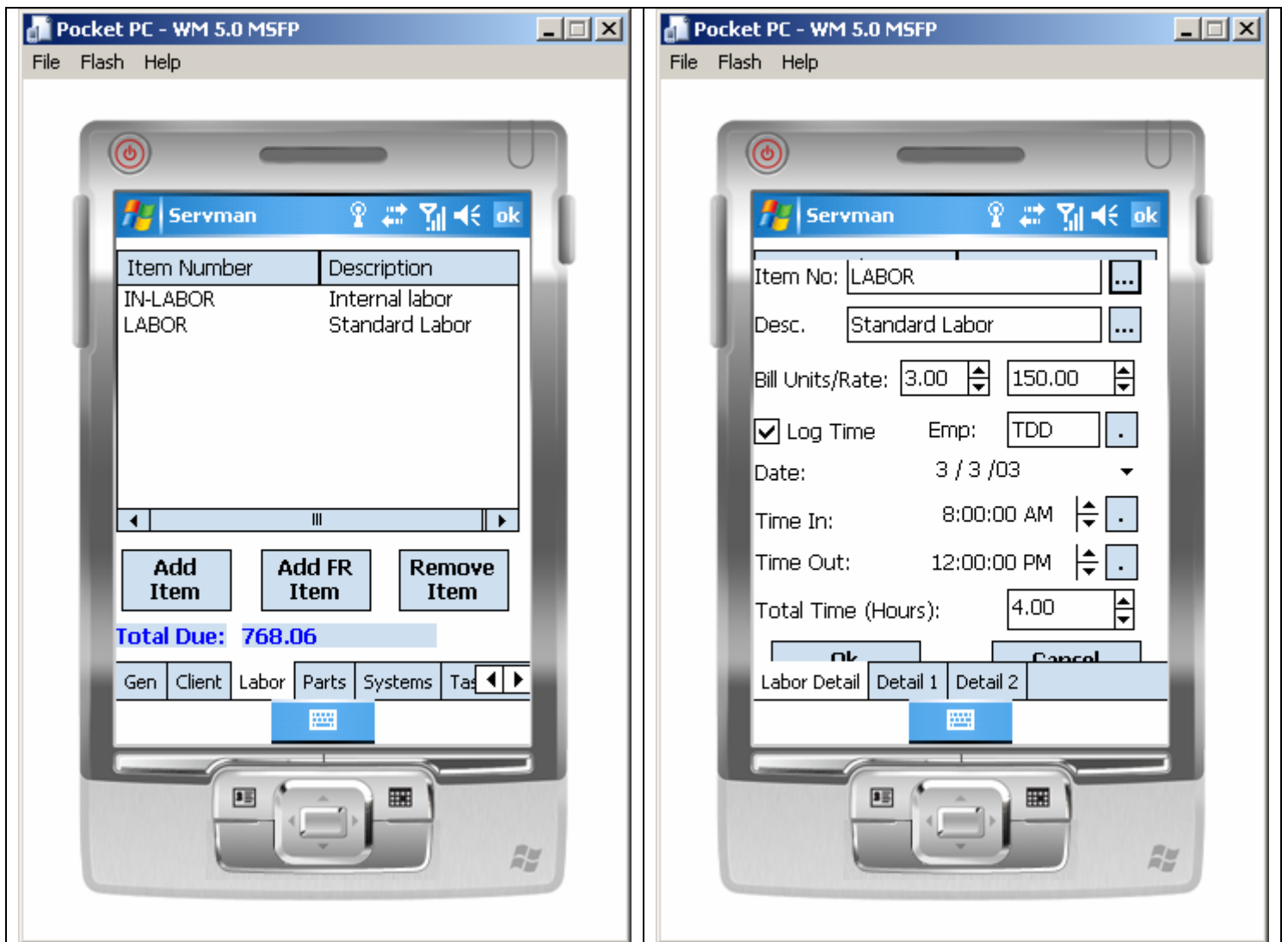
Pending orders that have been downloaded to the mobile device appear in a list. The customer name, address, contact information and other user-defined details appear in a scrollable split screen above the order list (left-side image). Clicking on the order opens it to be worked (right-side image). Note that several fields are selectable through either a picker button (beside the Account No.) or through drop-down menus (i.e. work type, department, date, etc.).



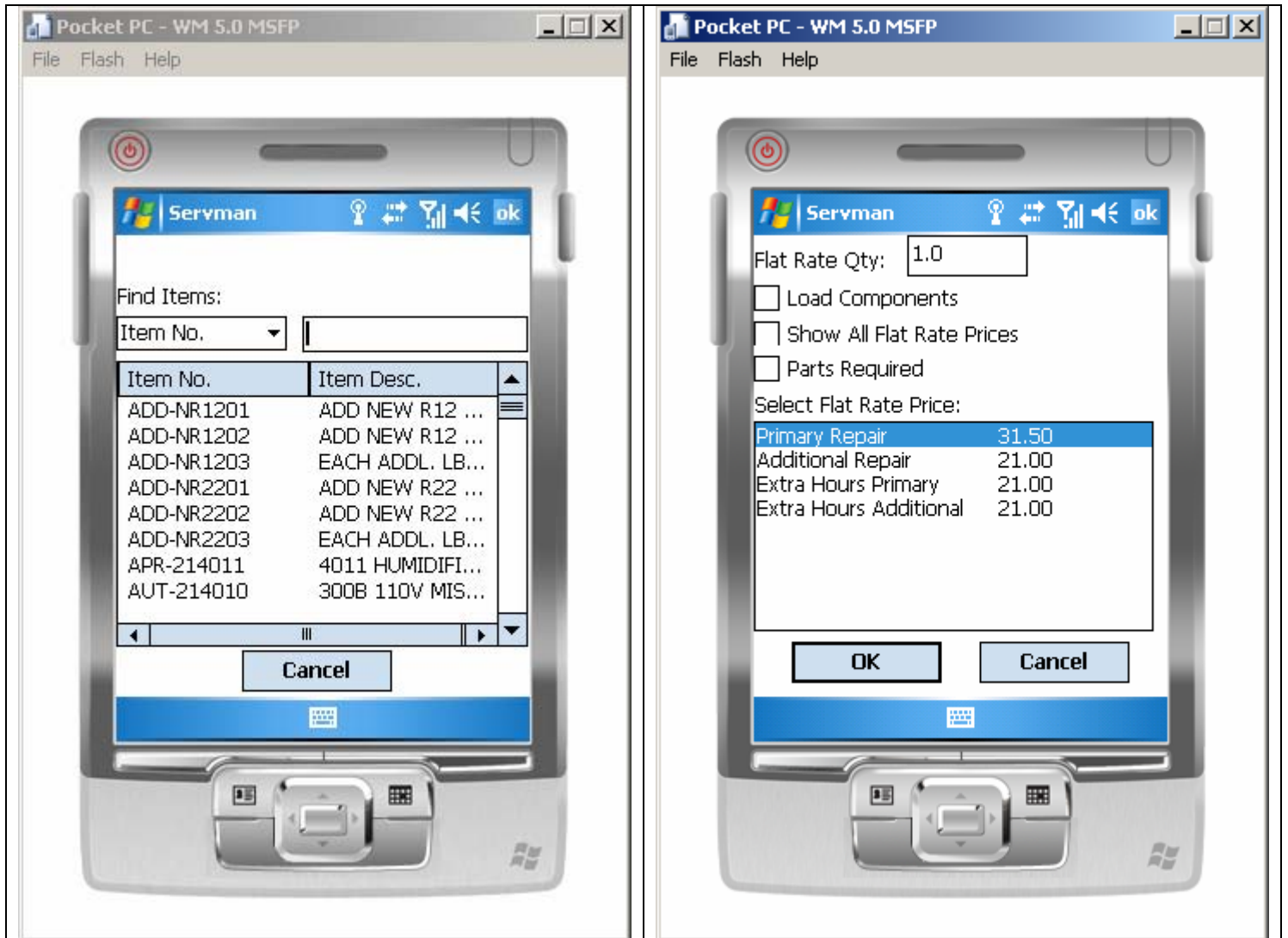
Contact information pertaining to the order is displayed by clicking on the on the “Client” tab (left image). Requests and instructions that have been entered in the work order are displayed using the “Request” button (right image)



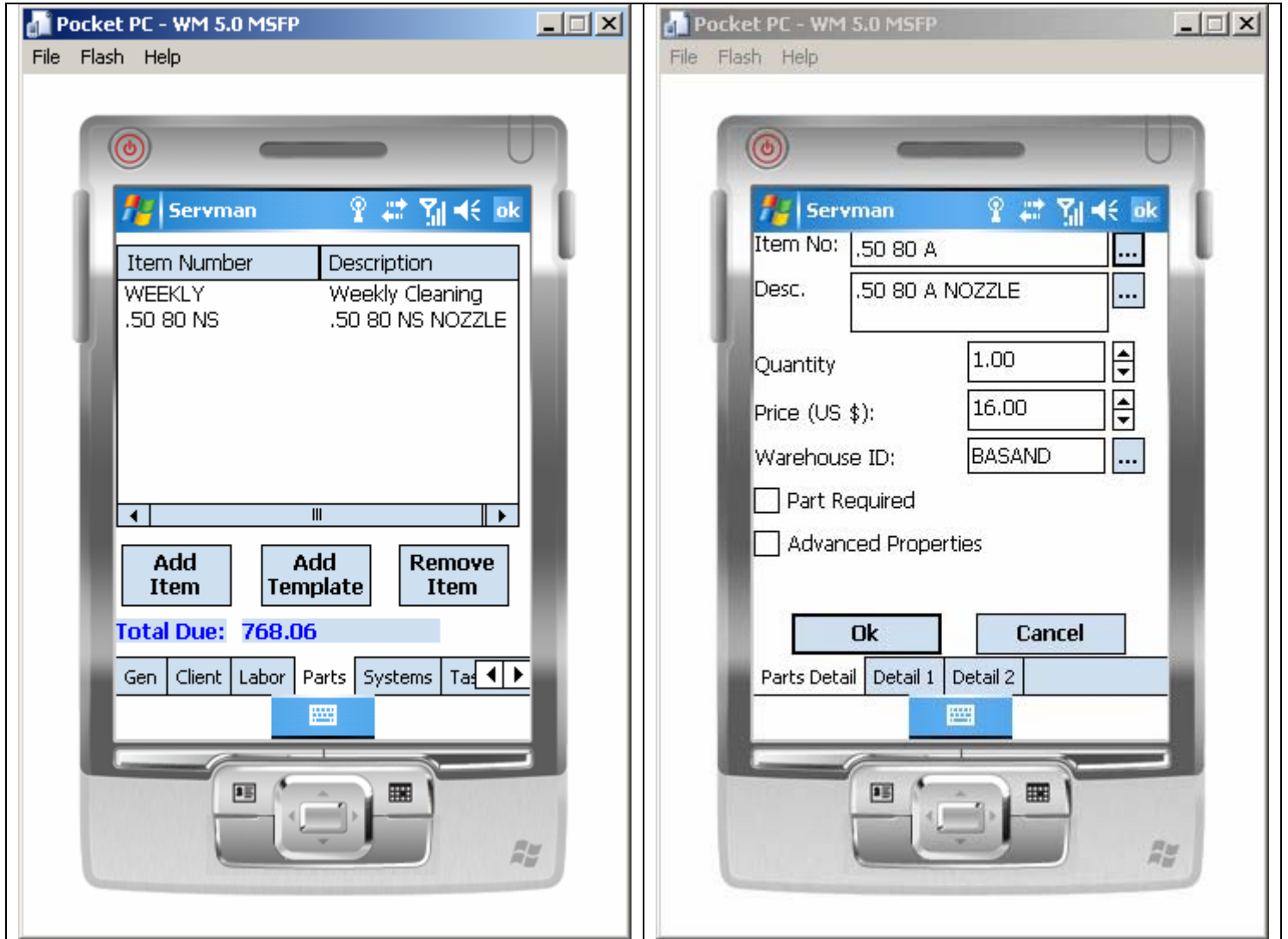
Labor is selected and logged by type, and associated charges are captured and displayed through the “Labor” screens displayed below. Note that the amount charged for labor is automatically determined by the price book assigned to this client or client’s contract. Billable and non-billable time can be accounted for separately on the order. In addition, time can either be logged automatically by the device based on order status changes or logged manually by the technician.



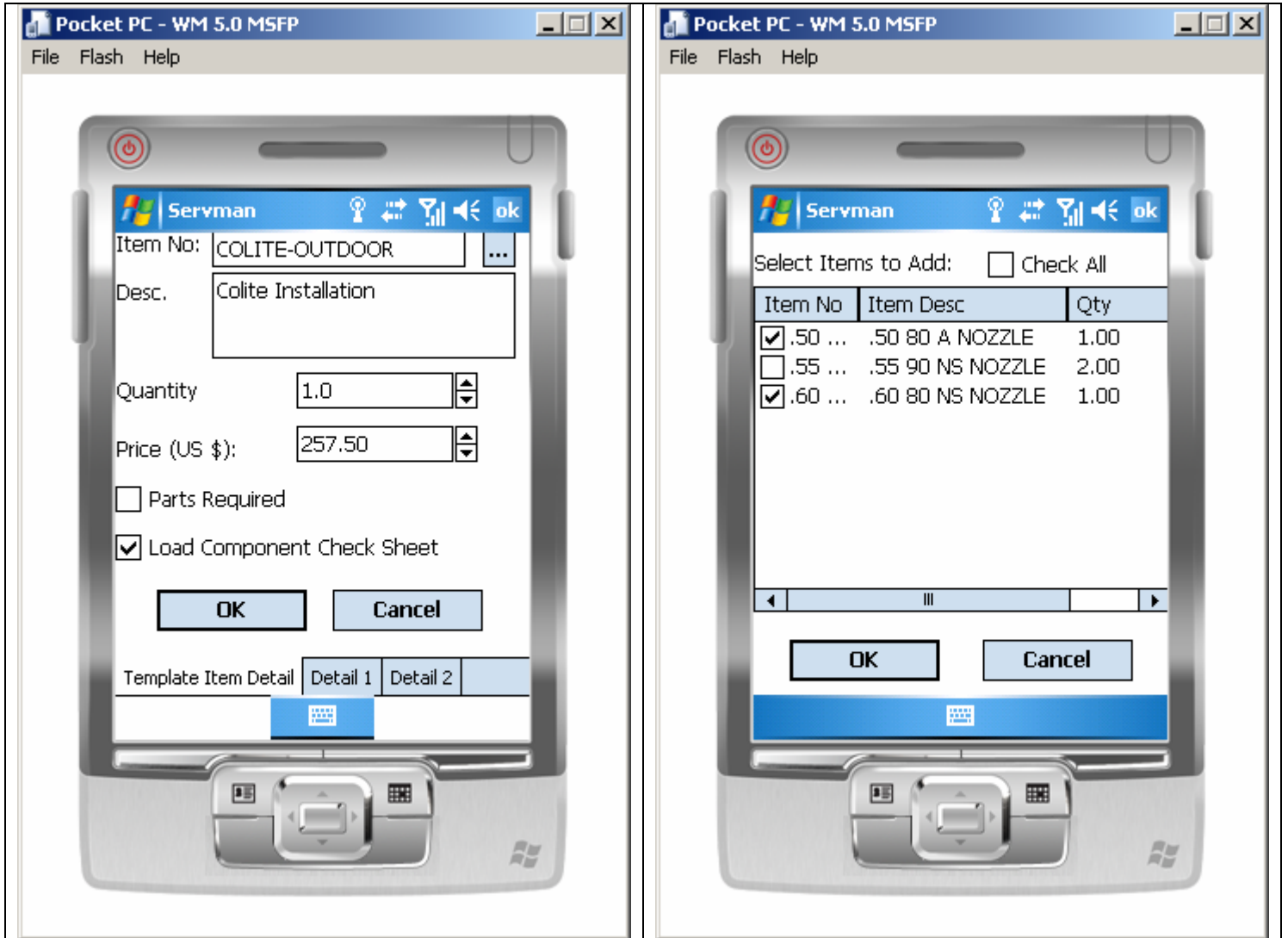
Flat rate items can also be displayed and added to the order as illustrated below.



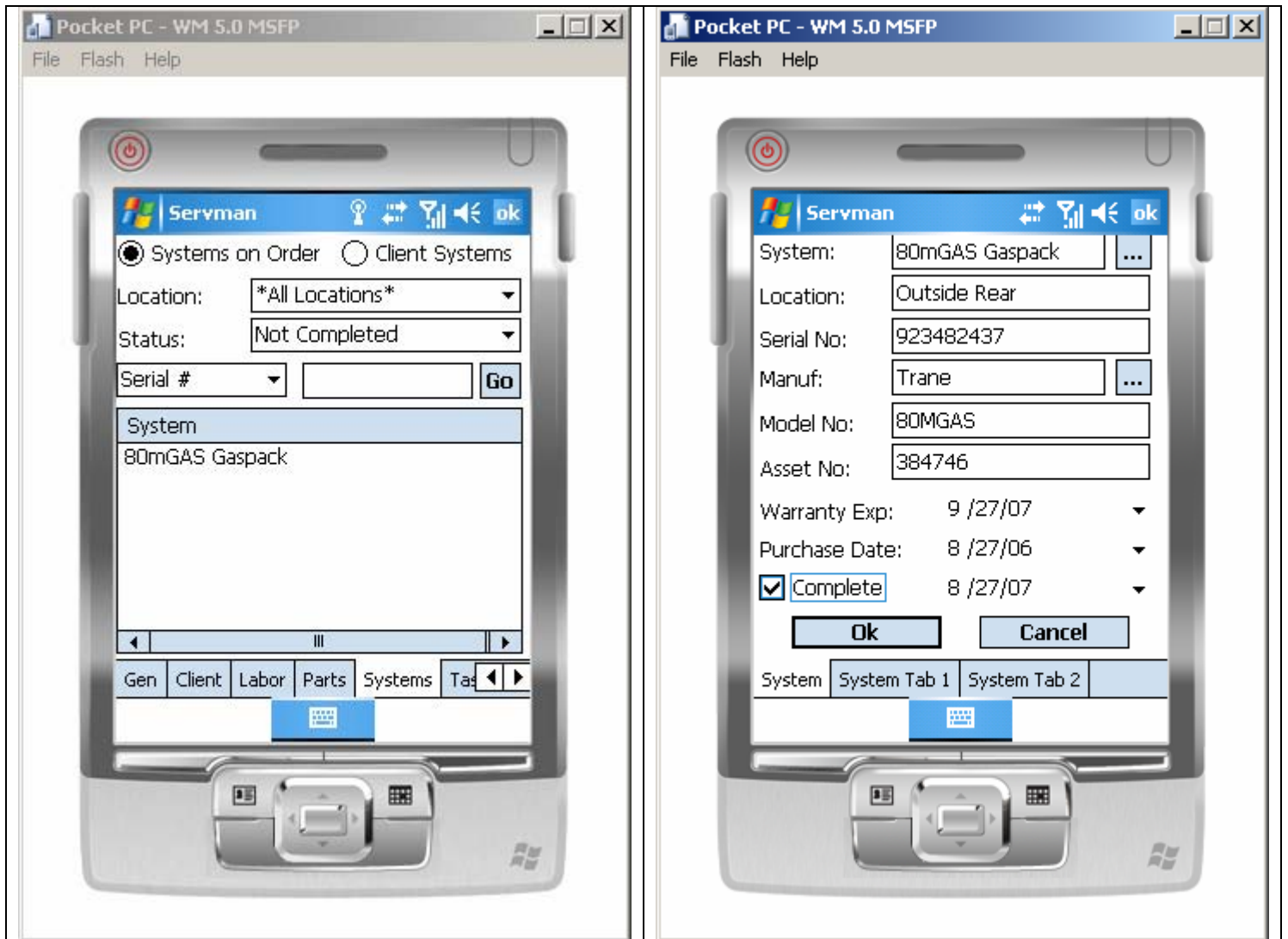
Parts associated with the service visit are accessed and added to the work order from the “Parts” tab. Notice that the parts list is accessible to the technician via the picker buttons on the “Parts Detail” screen, which can be searched by either part number or description. Also notice that the warehouse from which the part is being taken (i.e. the technician’s truck) is also selectable from this screen. Like labor, the prices of the parts are automatically determined by the price book assigned to this client or client’s contract. Orders requiring parts that are out-of-stock can also be flagged from this screen for subsequent rescheduling.



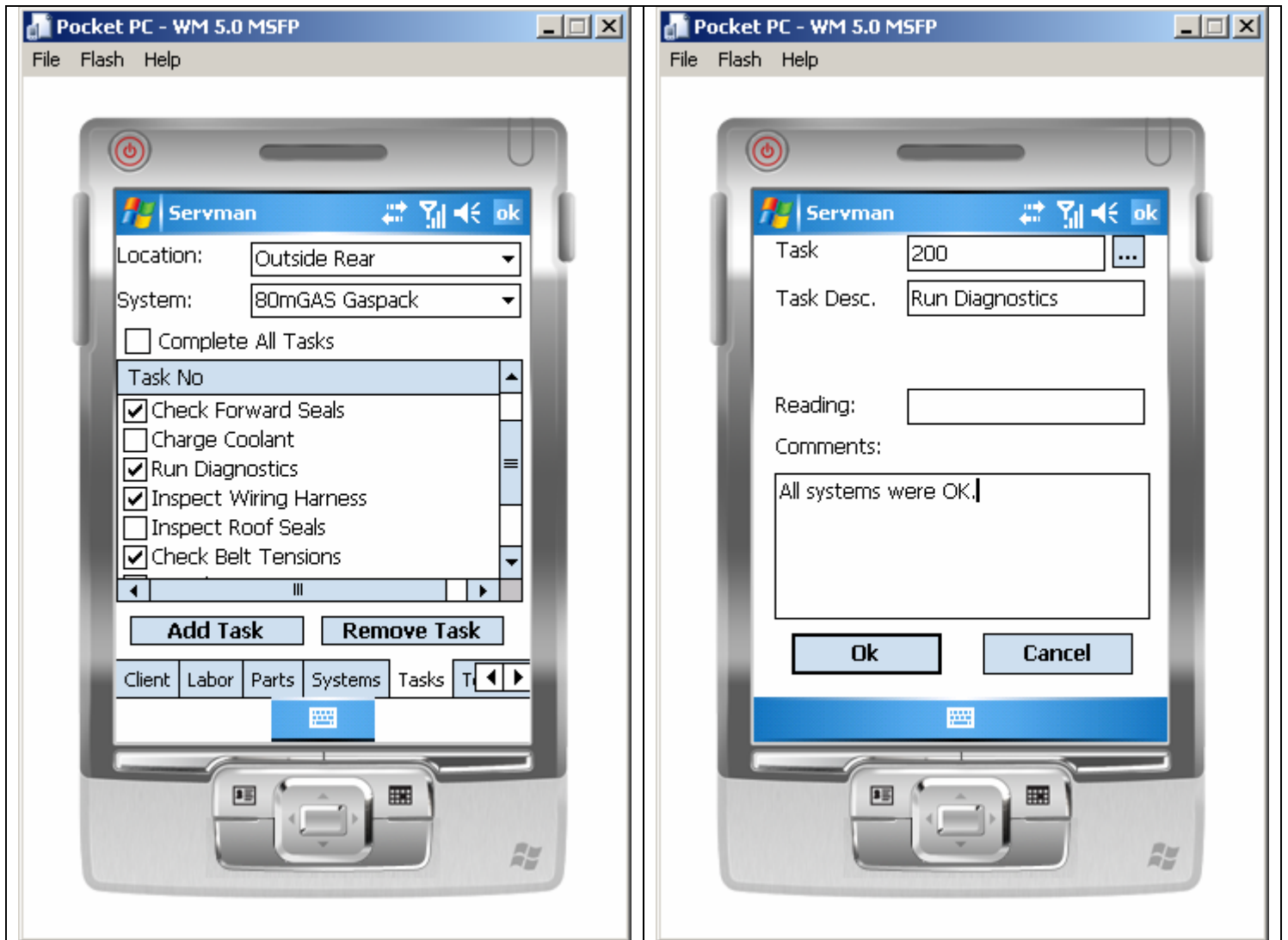
Note that component templates and their associated item check sheets can be loaded thru “Add Template” button on the Parts tab as well.



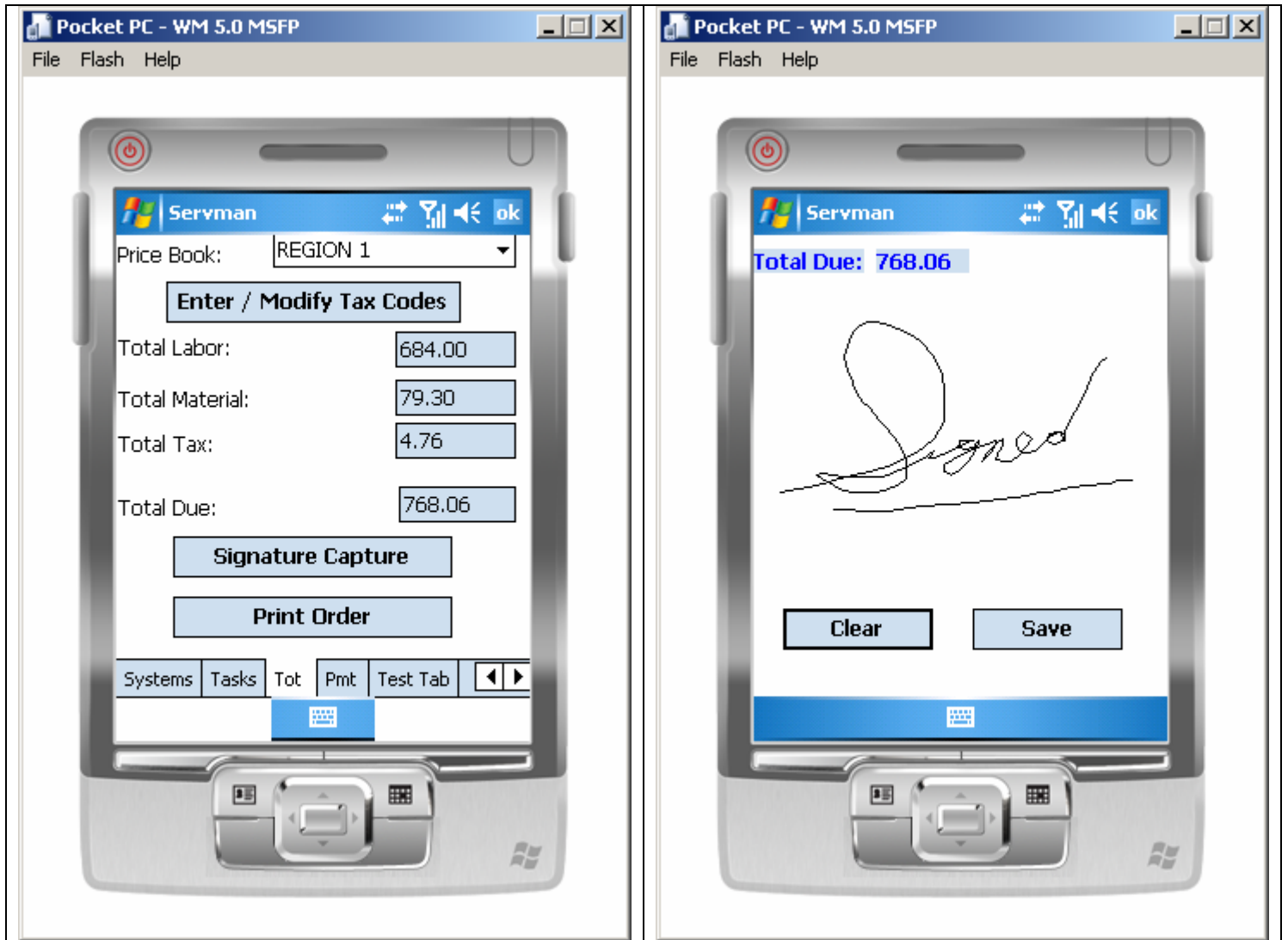
Systems related to the order, as well as any systems installed at the customer's site, can be accessed for service history and warranty details as illustrated in the screens below. Systems can also be added in the field by the technician through this interface.



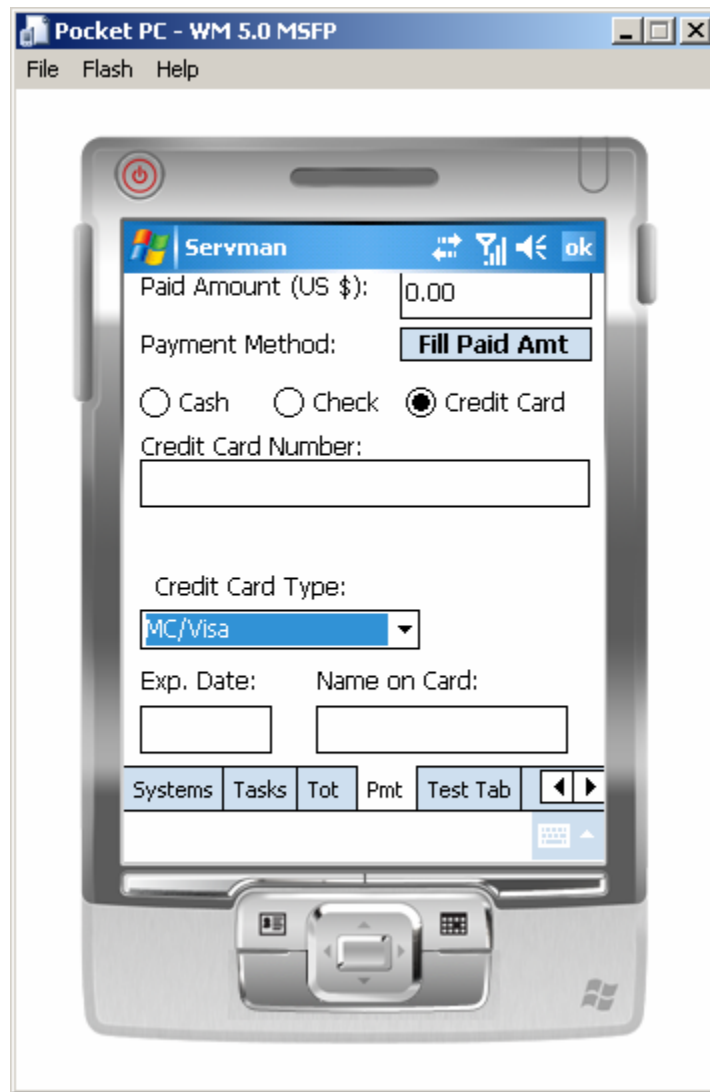
Pre-established maintenance tasks related to the customer's equipment are accessed from the "Tasks" button. The technician can simply check the tasks off as they are completed. Readings and comments can be recorded for each task, and tasks can be added on the fly as well.



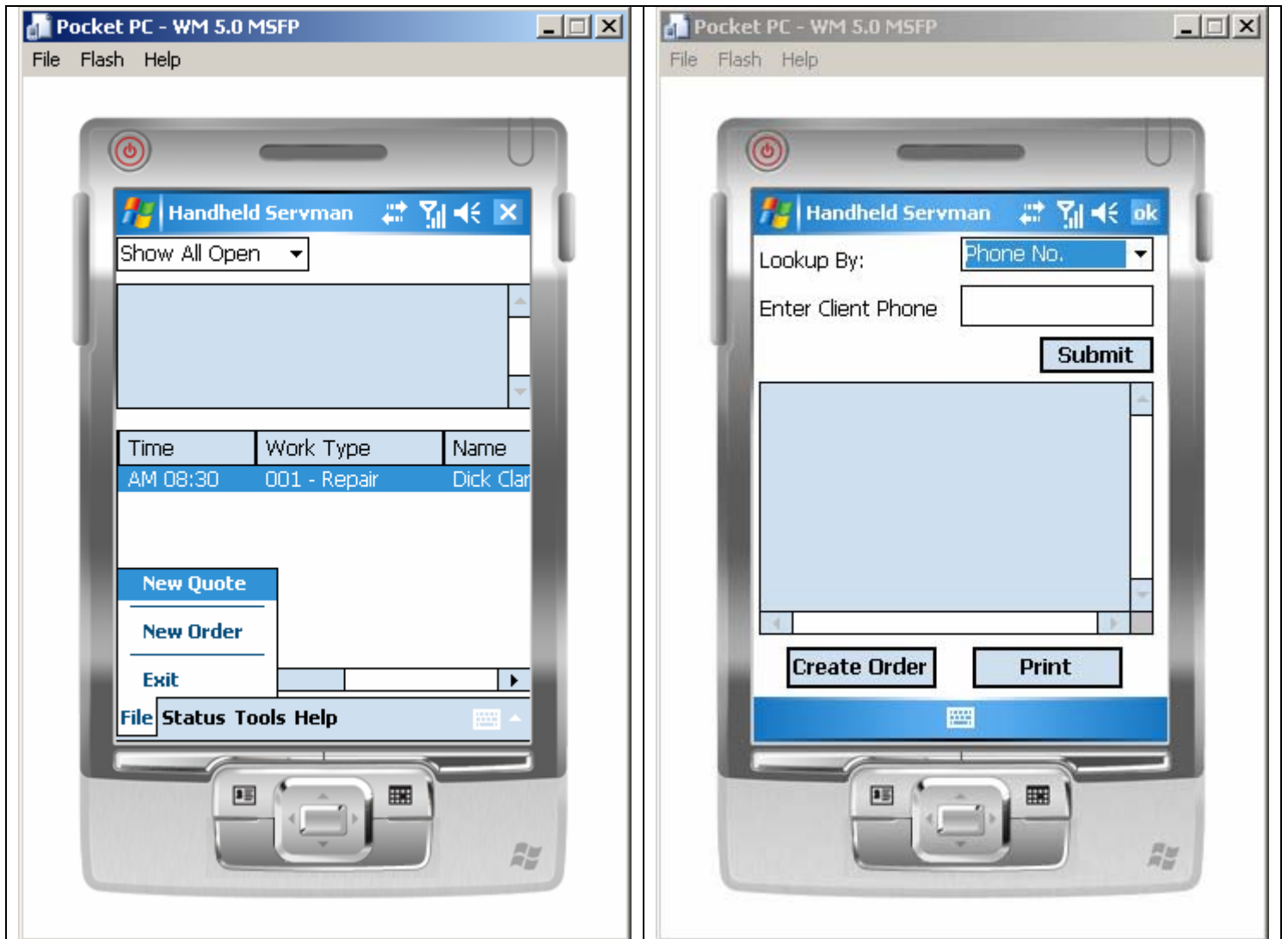
Order totals are displayed on the “Tot” tab, and the technician can capture the customer’s signature and print an invoice copy on the spot (with appropriate printing device).



Virtually any method of payments can be taken in the field and recorded through the “Pmt” tab.



In addition to previously scheduled orders, new orders and quotes can be added in the field via ServMan Mobile for either existing clients or new prospects. Client account look up is available to the technicians by telephone or account number, so all service histories and system information can be quickly returned for a new order in the field.



A variety of functional tools are at the technician's fingertips, including driving directions from stop to stop. Completed orders and quotes are transmitted to the office over the cellular service through a simple synchronization process that is initiated by the technician.

