

Single Source

SM-Plus Mobile™

Companies that sell, service and/or install complex technical or industrial products are striving to improve their customers' products and processes. They must create a positive and ever-improving customer experience to keep these demanding, high-end customers coming back to buy more services and when it comes time to replace their equipment – more products. In a survey completed by Boston-based AberdeenGroup, 88% of best-in-class service organizations think strengthening the connection between the field and the back office is a top priority. Companies whose livelihoods rest largely upon the health and effectiveness of their service organizations have awoken to the reality that mobile technology solutions are now vital to retaining customers and staying competitive. SM-Plus Mobile helps companies outfit their technicians with devices like hand-held wireless devices and laptops and acts as a delivery mechanism to bridge the costly gap between the field and the back office to improve operating efficiencies and create corporate wealth and stakeholder value.

SM-Plus Mobile Helps You...

- Speed response and work order resolution times
- Improve the scheduling & dispatch process
- Eliminate paper-based work orders, timesheets, and expenses
- Improve service call productivity and first-time fix rates
- Access centrally stored data for reference
- Eliminate double entry of work order data and improve invoice accuracy and cashflow
- Promote up-sell opportunities by empowering technicians with equipment service history
- Collect accurate field service data and metrics
- Improve decision making ability by providing access to information

Creates Corporate Value & Stakeholder Wealth

Service-centric organizations must provide faster and more efficient service order resolution, develop a competitive advantage with their unique business processes and internal system, and create a positive customer experience to keep their customers coming back. Our customers tell us that by using SM-Plus Mobile as a delivery mechanism, they have realized gains in productivity by improving their operational efficiencies between their fieldforce and their back-office systems and have been able to make better decisions, faster, by monitoring key metrics in their organization thereby creating corporate value and stakeholder wealth.

Improves Efficiencies

Customers expect faster and more efficient service order resolution. Faster response times and more first-call resolutions are the building blocks of increased field technician productivity. Providing information access on parts inventory, unit history, and repair instructions create fundamental shifts in productivity gains. Online or even synchronized access of information minimizes service order documentation and operational delays normally experienced with a manual process. In the same survey, Aberdeen reported when mobile solutions are used properly, worker productivity can improve by 27%, customer satisfaction by 19%, and overall profitability by 17%. Our customers tell us SM-Plus Mobile minimizes the time spent on service order resolution and billing processes thereby improving overall operational efficiencies throughout the service delivery lifecycle.

Acts as a Delivery Mechanism

Almost all service organizations have a business system. Creating a competitive advantage to support unique business processes requires an integrated and optimized business system designed specifically for the services industry. AberdeenGroup found that 33% of those surveyed say efforts to deploy mobile solutions were hampered by integration issues to their back-office systems. SM-Plus Mobile acts as a tightly integrated delivery mechanism for mobile field service organizations that rely on a steady flow of incoming and outgoing data. Field technicians require access to centrally stored customer, inventory, service order, scheduling, and resolution data. The competitive advantage is enabled in large part by providing a seamless delivery mechanism between field technicians and back-office customer service, service logistics, inventory, and accounting systems. Our customers tell us SM-Plus Mobile helps them speed their response time, complete more service orders per day, and provide superior customer service unattainable by their competition.

Information is Power

World-class service firms use resource productivity (i.e. service orders completed per day/per technician), service response time, customer satisfaction, and first-time resolution rate as some of their key performance indicators (KPIs) and look for ways to drive greater efficiencies with the wealth of data provided by mobile solutions. Our customers tell us SM-Plus Mobile provides accurate and near real-time information that can be used to make better decisions faster, by the field technician's, back-office users, and executives.



Mobile Access

Eliminate paper-based work orders and streamline field service processes by empowering your field workforce with electronic information via handheld or laptop-based wireless devices. Lookup customer information and equipment service history and record labor, material and expenses electronically in the field for faster service billing and improved cashflow. Enjoy real-time inventory lookups or operate without a connection to the SM-Plus base system and synchronize when you do have a connection.

Access to Information Anytime, Anywhere

SM-Plus helps field technicians by providing the information they need, when they need it. Fieldforce personnel can access Customer, Incident, Unit, and Service Orders (SRO), and can process transactions for labor, material, and expenses associated with an SRO. Synchronizing only the information they want, the fieldforce personnel take the information they need to the job site and access using a mobile device. SM-Plus Mobile allows field workers to access following information:

Incidents	Customer Address & Directions Incident Header, Event, Notes, and Resolution Details Create New Incidents While Detached
Units	Unit Header Exploded Component-level Details Component-level Repair/Replacement History
Service Orders (SROs)	Customer Address SRO Header, Billing, Lines, Operations, and Planned Transactions Post Labor, Material, and Expense Transactions Create New SROs While Detached

Selectively synchronize data by specific Customers, Incidents, Service Orders, or Units

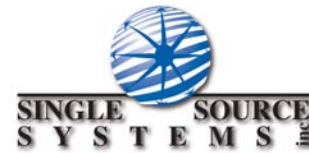
Technology Built for Productivity and Built to Last

Depending on the usage scenario, SM-Plus Mobile can be deployed on either a laptop or hand-held device. For heavy data access or complex trouble-shooting with reference materials, a laptop may be more useful. In addition, if technicians will be working in high-impact or industrial environments, industrial-grade devices can be used. The SM-Plus Mobile hand-held device version works on any device running Microsoft Mobile 2003 Pocket PC operating system.

Product Requirements

SM-Plus Mobile is an optional extension to and requires Service Management Plus (SM-Plus). SM-Plus is a fully integrated business solution for companies that sell, service or install high-value technical or industrial products. SM-Plus supports and reinforces best practices in contact centers, field service, depot repair and installation, plus sales, procurement, contract administration, materials, costing and finance. SM-Plus boosts responsiveness and drives performance for greater service results, customer satisfaction and profitability.

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