

MOBILE

MOBILE
WAREHOUSE
OPERATIONS

MOBILE
SALES
MANAGEMENT

MOBILE
FIELD
SERVICE

OVERVIEW

Key Benefits

- Get up and running rapidly
- Eliminate keying errors and labour costs of transcribing from paper
- Capture information on the job as it happens, ready to invoice immediately work is complete
- Order parts and view inventory levels on onsite from your mobile device
- Ensure Service vans are carrying optimum Inventory levels to ensure fix at first service call
- Customers can sign off costs and service performed at job completion avoiding disputes and payment delays
- Increase customer satisfaction through faster response and resolution times
- Answer customer queries on the spot
- Capture requests for additional work and provide immediate estimates on the spot
- Save money and trees by eliminating paper and ink

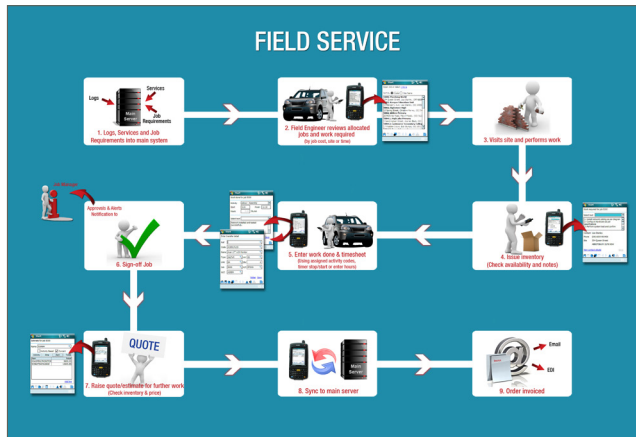
Companies that provide best in class performance are two times more likely to use Mobile Field Service solutions for work order management†. Make your service personnel self-reliant with immediate access to their next work request, parts availability and able to capture time and materials on the job without unnecessary travel time and paperwork.

Your business is probably already running lean and delivering quality service with efficient processes so how can you go further and increase productivity, reduce costs, improve process efficiency and increase revenue without major effort or staff upheaval?

If your business manages field service operations then Greentree's Mobile Field Service suite can provide the platform for your business to realise these goals with our unique suite of Mobile software.

Typical benefits† reported across companies managing their Field Service operation with mobile solutions include:

- Faster job turnaround and staff productivity gains driving increased service revenue.
- Increased fix first time service calls, decreasing average time to repair with increased customer satisfaction.
- Improved data quality and eradicate errors and the time cost of transcribing from paper.



Staying connected throughout a day's work

WHY GO MOBILE

The convergence of mobile device proliferation, stable platforms such as Windows® Mobile and affordable data plans offers a mature platform to deliver cost effective mobile business applications providing mobile workers seamless access to enterprise business systems functionality and information.

You can benefit from Greentree's extensive investment in Mobile solutions to extend the powerful capabilities of your enterprise Greentree software beyond the office and into the field to empower service personnel and deliver more productive service to your customers.

Even if your business is running efficiently now, can you afford to miss an opportunity that can realise these benefits?

- Reduce Service staff nonproductive time travelling to and from the office to pick up and deliver service work orders.
- Remove errors and delays in processing completed paper work requests resulting in high office labour costs and lengthy invoice and cash collection cycles.
- Reduce Customer complaints resulting from disputes over services provided.
- Prevent overtime costs required to manage service workload getting out of hand.
- Increase 'fixed first time' service ratio.
- Provide service staff with visibility of Inventory availability.
- Prevent staff turning up late to service appointments with effective job scheduling and notification.

Consider Greentree's Mobile Field Service suite of software. Greentree Mobile currently offers suites for three key business areas of Warehouse Operations, Sales Management and Field Service.

Each suite has its own set of rich functional applets and Greentree's powerful Approvals and Alerts module adds additional benefits across all suites.

GREENTREE MOBILE FIELD SERVICE

The Mobile Field Service suite comprises the following "applets" for increased service effectiveness in the field:

- Job Management
- Estimates
- Timesheets
- Inventory Issue

Each Mobile user, or group of users, can be provided a filtered subset of the enterprise data. For example, each user may only be provided with Service jobs within their region. This ensures security of information as well as optimum efficiency of operation and data traffic resulting in targeted delivery of work requests to assigned service personnel.

The look and feel of all applets follows a consistent and easy to use design with terminology chosen to be field friendly yet consistent with your Greentree enterprise application.

Navigation of the Mobile application is easy with hyperlinks provided for process related tasks and an intuitive icon based menu across all applets.

Job Management

Immediately a customer work request is received, the job can be assigned and dispatched to the most appropriate person. With access to work required wherever they are, this allows your staff to deliver the best levels of service for your customers and ensures that best practice work



Deployment as simple as ABC

methods can be followed resulting in more profitable use of time and improved customer service.

Work performed is entered as it occurs, capturing an accurate account of activities including time and materials so that on completion this is available for customer approval.

Timesheets

Time can easily be captured with the inbuilt timer, or through detailed timesheet entry providing for detailed time break down by activity. Any parts required for the job can be noted onsite and the costs for those items accurately recorded against the job. Your customer can sign off on completion with a full account of the work performed and the cost, removing the need for delays to enter data back at the office and reduces potential for queries or dispute later.

Estimates

Greentree's Job Management includes the ability to modify or add new estimates with full breakdown of activity, employee or materials allowing you to satisfy customer requests for further work on the spot with an accurate estimate providing costs of time and materials.

Issue Inventory

When parts are required you can immediately transfer them to the job, capturing exact quantities and costs as well as updating inventory on hand balances to allow for accurate and timely inventory replenishment.

If you don't have the parts on hand, you have accurate information available to immediately show inventory balances by location allowing you to create a transfer to get the parts delivered quickly allowing the job to be completed promptly.

WHY GREENTREE MOBILE

The key tenet of our Greentree Mobile solution and our point of difference is our "Power of One" architecture. In designing the architecture of our mobile solution we researched limitations experienced by organisations using existing mobile applications and designed ways to overcome these resulting in mobile software and technology offering simplicity to setup and get going, easy to use and simple to manage.

We call this 'The Power of One' - a unique convergence of technology, standards, functionality and deployment into a single, end-to-end solution:

- One comprehensive functionality set end-to-end
- One technology layer from server to PDA
- One deployment and update process server to PDA
- One solution provider so you can install 'out-of-the-box' with no 3rd party interfaces required.

Greentree Mobile unleashes the power of your enterprise Greentree system to liberate and improve the productivity of your field service team.

EASY DEPLOYMENT

Greentree Mobile is easy to deploy. Each device is defined in Greentree and the data filter for each user established if required. Once the small Greentree Mobile Connection Manager software is installed on the mobile device and launched, a connection will automatically be established and appropriate data for that user and mode of operation is downloaded then you are up and away.

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