

WIRELESS FIELD CENTRIX ENTERPRISE SOFTWARE

FieldCentrix® Enterprise software is a proven, high-end solution that automates and streamlines the costly, time-consuming, and paper-intensive processes associated with field service. It links all elements — customers, technicians, parts houses, and offices — through the integration of wireless communications, advanced workflow software, mobile computers, and the Internet.

With FieldCentrix Enterprise, sending and accessing information from the field, communicating between technicians and dispatchers, receiving and completing work orders, and submitting billing and payroll information can now all be done electronically — there's no more paperwork. The results are improved profitability, reduced operational costs, and enhanced customer satisfaction.

AUTOMATING FIELD SERVICE

With FieldCentrix Enterprise, technicians have all the information they need to respond to a service or maintenance call on their mobile device. Work orders, time sheets, and job and equipment histories are all available electronically, at their fingertips.

Advanced workflow software prompts technicians to perform standard tasks and readings, take notes, and record future recommended repairs. Pre-loaded equipment catalogs and service diagnostics allow the technician to quickly troubleshoot and fix problems, and record completed service actions as they go along. Every technician is now able to consistently provide the same high level of service to each customer.

Wireless data communication keeps field technicians in real-time contact with each other and the office, cutting down on cellular phone and pager bills. Dispatchers

always know the status of a technician and the service call, so they can answer customer inquiries in seconds.

When a job is done, the completed work order, signed electronically by the customer on-site, is automatically sent to the office and instantly accessible for billing. At the same time, an electronic time sheet, automatically logged and already reviewed by the technician, is transmitted to the office, along with the completed work order, and is available for immediate processing by the payroll module.



In the office, FieldCentrix Enterprise helps effectively manage call taking, technician scheduling and dispatching, customer service, work orders, time sheets, service agreements, inventory and equipment tracking, pre-invoicing, and reporting. Capturing call information is fast and real-time scheduling is easy — just drag and drop.

All data from customers and the field is stored in a powerful “knowledge base” that gives office personnel, technicians, and management instant access to data on any service call, piece of equipment, or customer account — all from a Web browser.



THE WIRELESS SERVICE REVOLUTION™

A COMPLETE SOLUTION

FieldCentrix Enterprise is designed specifically for commercial and residential service companies in HVAC, refrigeration, boiler, fire life safety, related building trades, and property management. Whether you have five or 5,000 field technicians, or even more, FieldCentrix provides off-the-shelf software that gives you unprecedented command over your entire field service operation.

The FieldCentrix Enterprise software suite includes:

- **FX Service Center®** — provides Web-based dispatch and call center capabilities. It interfaces to a technician's mobile computer and supports dispatchers and office personnel. It also helps create an online corporate knowledge base of information for all employees, and provides complete status of technicians and service actions.
- **FX Mobile®** — designed for field technicians using mobile computers and wireless communications. It captures customer information while creating seamless communication between technicians and the office. It provides technicians with real-time work orders, equipment and site history, parts and customer information, automatic time sheets, email messaging, additional service requests, road maps, and more — all at the touch of a button.
- **FX Interchange™** — allows FieldCentrix products to integrate with popular third-party back-office systems — including accounting and payroll systems, and CRM packages.

TAKING ADVANTAGE OF THE INTERNET

FieldCentrix Enterprise is 100 percent Web-architected. This eliminates costly remote software administration and support and allows access to the system from any Internet-connected PC, anywhere in the world. Also, the browser-like interface is familiar to users, making it easy to learn and use.

For optimum performance of your mission critical operation, FieldCentrix uses a dynamic hypertext markup language (DHTML), ActiveX, and Microsoft® remote data service (RDS).

THE WIRELESS SERVICE REVOLUTION

FieldCentrix Enterprise's patent-pending mobile communication technology allows technicians to service customers, even when they are not in wireless communication with the office. Technicians can continue to work by using information stored

on their mobile computer. Changes are recorded and automatically sent as soon as a technician is back in wireless coverage. The entire process is transparent to the technician and to the dispatcher, who doesn't have to worry about resending information. Most importantly, customers are guaranteed uninterrupted service.

FieldCentrix's mobile field service software operates over all major wireless data networks, satellite, LANs, and standard phone lines. This gives you the flexibility to select the best wireless carrier, for the most coverage, for your operational needs.

CHOICES EQUAL AFFORDABILITY AND SCALABILITY

FieldCentrix supports a broad range of mobile devices and operating platforms including affordable and easy-to-use PDAs running Pocket PC™, Palm OS™, and Research In Motion (RIM™), as well as top-of-the-line handheld computers that run Microsoft Windows® CE.

At the same time, we offer a variety of software functionality and wireless capability options, based on technician roles, for flexibility and cost savings.

All hardware and software options integrate with our FX Service Center dispatch software and database. So as your business needs change, you can easily mix-and-match mobile systems, and upgrade from entry-level to full-functionality, while building off your original investment in FieldCentrix software, hardware, custom applications, and training.

EASILY INTEGRATED

FieldCentrix Enterprise can be integrated with most accounting and payroll packages, as well as some CRM systems, allowing you to leverage your investment in your existing business systems, while reaping the benefits of FieldCentrix.

By automating all mobile, dispatch, and accounting functions, you can create an end-to-end field service solution with even faster billing and more accurate payroll.

FOR MORE INFORMATION

To find out more information about FieldCentrix Enterprise products, please call us.

