



Field service

Market overview

- Maintenance & repair
- Technical support
- Workforce management
- Telecom & communications
- Cable systems
- Power/gas/water/sewerage systems
- Heating & ventilation systems
- Meter reading
- Mineral & oil exploration
- Environmental monitoring
- Road maintenance
- Roadside assistance
- Damage assessment
- Waste management
- Forestry

Typical company

A typical field service organisation has engineers who service (install, disassemble, repair, maintain) equipment at the customer and/or company-owned premises. The maintenance department must plan engineers' time, maintain their fleet, keep track of inventory, maintain their tool kits, etc.

Challenge

Either to stay competitive or "just" to increase the efficiency and profitability, companies are forced to operate their service departments in high gear. Field service is crucial in terms of building customer satisfaction and maintaining long-term relationships that lead to more business. For all kinds of service companies and utilities, it has become a necessity is to seek maximum customer satisfaction with minimum operating costs. The ultimate goal is to shorten the response time to a minimum, keep the inventory efficient, increase utilisation of engineers' time, optimise fleet management and cut down the additional hours and costs resulting from aborted service due to lack of tools, spare parts or information when in field.

Solution

It is easy to achieve the required performance with on-line access to the service management database. The communicator for mobile enterprise Gotive H42 provides a unique solution with its combined functionality of GSM/GPRS (data/voice/internet), wireless LAN, bar code reading and global positioning system (GPS) in one mobile device.

Stay on-line - WLAN and WWAN allow the engineers to stay on-line, reach, update and maintain information in your information system (IS). They have an access to the databases anytime, and the service center has the right communication means to manage its field engineers/workers.

BCR - Gotive H42 brings the well-known advantages of bar-coding into use and together with GPRS, it allows to have overview of the inventory in the remote locations. Bar codes on the appliances or points of service can also serve for easy identification, proof of action or a key to information like repair history, updates available, stock status or parts delivery times.

GPS - provides navigation, route optimisation and fleet management tools all in one. Expected-arrival-time function enables the notification of the customer and the service center, localizes the point of activity and helps to secure online proof of delivery or service provided.

Providing all this functionality in a single mobile device makes the communications easy and does away with problems of maintaining three or four stand-alone devices in order to achieve comprehensive functionality.

For more information contact info@gotive.com or visit www.gotive.com
* for complete overview of embedded options see Gotive H42 Datasheet

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Typical situation

The engineer's and customer's points of view

The engineer(s) arrive(s) at a service location and due to the lack of access to IS he/they must deal with following problems. He/they:

- do not know whether the requested spare part is available in stock
- do not know how long it may take to obtain it
- do not know how much it costs
- do not know where necessary specialized tools may be located and when they might be available
- do not have all necessary service guides with them

The service centre on the other end does not have the following information:

- the engineers' location and current status
- the status of the requested service activity
- the engineers' need to order or reserve spare parts
- any requirements for special tools
- the inventory at a service location
- the status of the engineers' car stock, e.g., parts and tools. The service center does not know whether the engineers can be assigned to other tasks, which require certain spare parts from engineers' car stock.

The engineers must place a call, or several calls, to the service centre. This requires additional time, increases operational costs, delays service and causes customer discontent.

The service centre's or call centre's points of view

The call centre receives requests to provide support in remote locations and must deal with following problems. They:

- do not know the engineers' location and cannot optimise their route
- do not know whether engineers are presently available
- do not know which engineer is most suitable to fix the present customer's problem with regard to the inventory of spare parts and tools required and current location

The service centre must try to reach engineers via phone calls. This requires additional time, increases operational costs, delays service, and frustrates the customer.



Solution

Gotive H42 helps the engineer to stay on-line with the enterprise information system

It allows the company to:

- shorten service response time
- gain control over the spares and tools inventory in the vehicles
- increase engineer productivity
- increase accuracy of reporting and budgeting
- shorten the time of service support - service center can proactively send the necessary technical data sheets, diagrams, repair records, etc. to engineers
- optimise routes
- optimise job scheduling
- prioritise services
- check customer and equipment history
- allow immediate billing
- reduce paper work
- optimise tool usage
- optimally manage the mobile devices

Above all, Gotive H42 brings you benefits by reducing operational costs, ensures your continuous control over all your assets and employees, and allows you to make managerial decisions in real time.

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