

# RemoteX APPLICATIONS

*works for service*

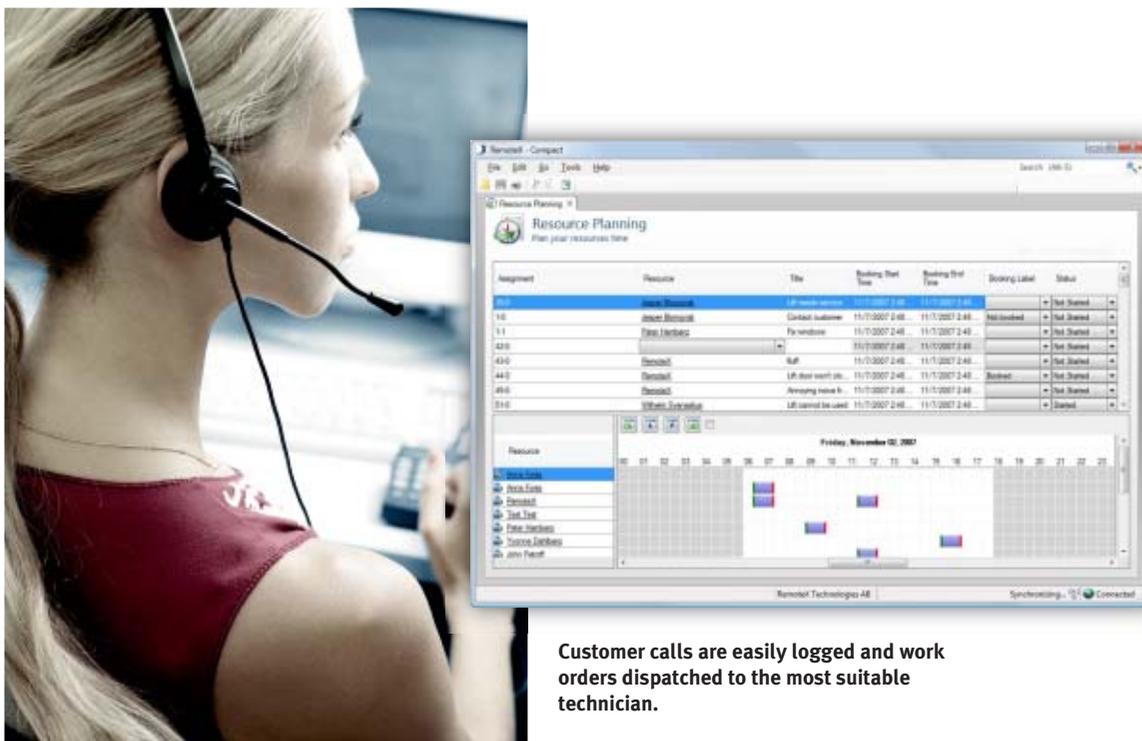


**An advanced, world-class  
Field Service Management System**



# Streamline and automate the work process within your field service organization

RemoteX Applications provides your company with an advanced, world-class tool for managing and co-ordinating the operations of your mobile service organization. It is a reliable, flexible and user-friendly work order management system that is sure to enhance the productivity – and therefore the profitability – of your field service operations. And, best of all, you don't need to change your existing routines – just make them simpler!



**Customer calls are easily logged and work orders dispatched to the most suitable technician.**

Our applications automate and support all kinds of installation and field service activities on facility and industrial equipment. This could be the building itself, the elevators, the heating, ventilation and air conditioning, the lighting, the alarm and security system, or any other equipment.

RemoteX Applications is a modern yet proven field service management system that combines the look and feel of traditional Windows user interfaces with state-of-the-art web technology, and is deployable across a wide range of mobile networks and devices.

RemoteX Applications provides maximum flexibility when inter-connecting management with staff in the field. When wirelessly connected, they receive instant updates on new assignments and other data while, when disconnected, they can continue to work using the system's advanced data storage and database technology.



Field service personnel receive work orders sent directly to their computer, and use it to report when the job is finished.

## Key features include:

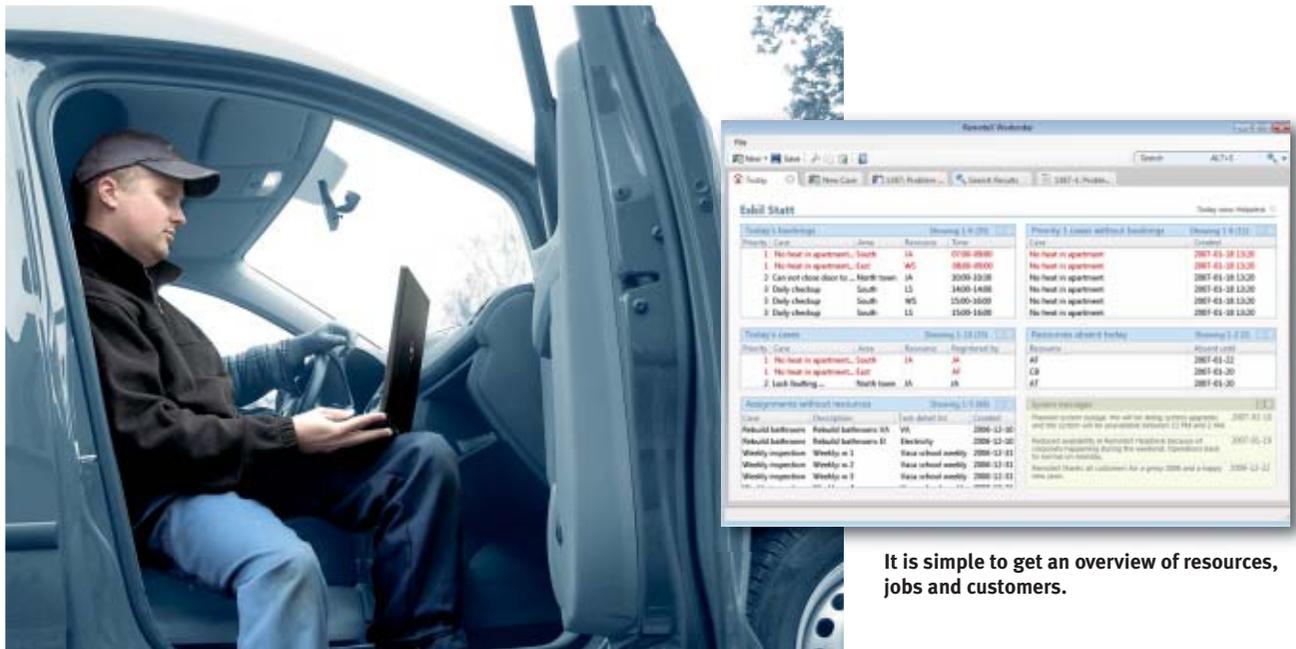
- Customer contact and work order dispatch.
- Scheduling and workload planning.
- Online or offline mobile workforce communications and synchronization.
- Pricing based on customer and service contracts.
- Tracking of time, labor and materials.
- Invoice and payroll specification and auditing.
- Seamless, pre-configured integration with your other support systems.
- Free-text database search throughout the entire application.
- Map-based interface navigation capabilities to track and manage resources and service objects.
- User-friendly tool for data import/export.
- Online or offline operation on multiple devices (laptops, tablets and handheld devices).
- Multi-site and multi-language.

## Valuable business benefits

- Streamline administrative processes and increase profitability.
- Centralize the often disparate manual and semi-manual routines normally associated with work order reporting.
- Interconnect back-office with field service professionals on a work assignment.
- Enhance management control and coordination of day-to-day operations.
- Eliminate tedious paper-based work order processing.
- Manage stock item units more effectively, cutting the cost of inventory.
- Increase the jobs-per-day ratio and shorten the task fulfillment cycle.
- Secure customer contract profitability through a clearer understanding of costs and thus more competitive pricing.
- Gain business transparency through tracking of key performance indicators.
- Enjoy higher levels of customer satisfaction and beat the competition.

# Successful implementations mean satisfied customers

Our customers manage hundreds of thousands of work orders yearly through RemoteX systems and we enjoy a very high level of customer satisfaction.



It is simple to get an overview of resources, jobs and customers.

We have always worked very closely with our customers in order to learn all about their internal processes and routines. We have developed the system together with the people who are going to use it. Even users with no previous experience feel comfortable using our technology and applications.

RemoteX Applications has been successfully implemented and operated by our customers in a range of industries, such as Building and Facilities Services, HVAC, Utilities, Telecoms and installers of alarm, security and other services, as well as of electrical and industrial equipment.

Our customers have gained significant benefits using RemoteX Applications and have had considerable returns on their investment within months.



## We know your industry

- Building and Facilities Services
- HVAC
- Utilities
- Industrial equipment
- Installation services such as alarm & security systems and electrical equipment

## From micro to multi-national

RemoteX provides a competitive advantage to innovative companies ranging from micro companies to large multi-national enterprises.

“

*“30% less administrative time to manage the same amount of work.”*

“

*“Now we can hire more technicians, whose hours are chargeable, since we don't have to hire so many administrators.”*



# JOHN, THE SERVICE – WORKS A BI



Customers call to arrange for work or to report faults.



Customer calls are logged and work orders dispatched to the most suitable technician.

John receives and plans his assignments based on priority, location, etc. He has access to all the information he needs.



07:00



When the work is finished, the customer is informed by a system generated e-mail or text message.

13:15

John receives a high priority assignment, so he reschedules and obtains spare parts and tools.

13:00



# SERVICE TECHNICIAN WORKING SMARTER

John sets off for home after completing his day's work, relieved of tedious paperwork and happy to have reduced his mileage due to minimized travel.



John reports on each work order in a simple manner:

- Tasks performed
- Time and material used
- Purchases, travel and other expenses



15:00

John carries out the assignment according to the attached instructions and drawings, while the customer authorizes the work digitally.



Work order 1

07:15

## BACK-OFFICE

Is continuously updated on the progress of work during the day. Invoices can be raised immediately using work details and a specification based on time, parts and material used and expenses.

11:00



Work order 2

John completes a scheduled inspection in the area by following the action checklist supplied.

## Solution overview and key features

RemoteX Applications is a single-source service management solution for all companies that provide technical services, repairs, installations and maintenance in the field.

Our solution also includes features designed to meet specific industry needs. Our applications manage both proactive and reactive activities within the service process of owned or third-party assets, for example repairs, installations, overhauls or inspections.

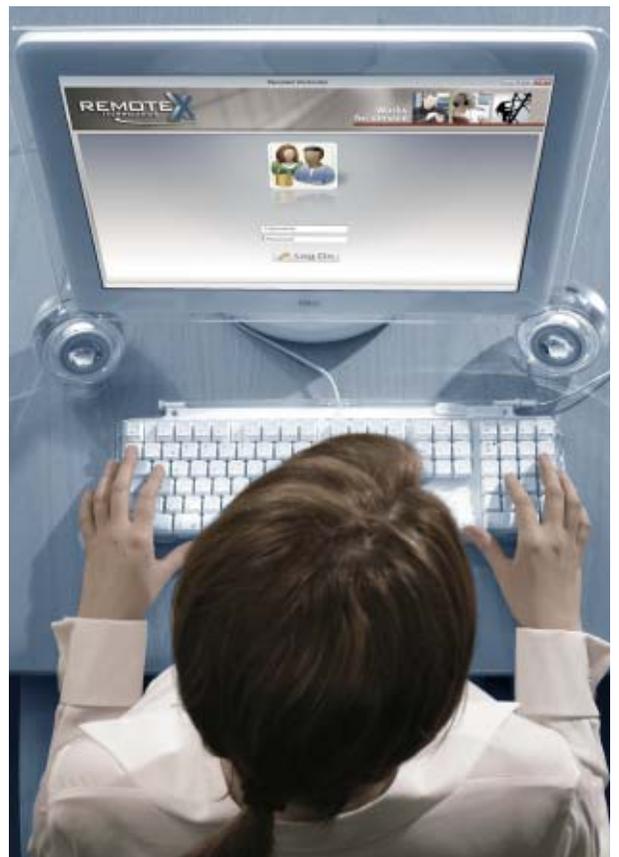
Our mobility application provides real-time, bi-directional communication between the field and the office. The software runs on most popular hand-held devices and empowers field service professionals with immediate access to all critical information regarding the customer, site, work description, equipment data, prices, etc. In the event of discontinuous or no wireless coverage, the technician still has access to previously stored data.

Benefits provided by RemoteX Applications include a unified view of the customer, including service history, contacts and addresses. The system allows you to manage resources to resolve issues collaboratively through the creation, delegation and tracking of projects and tasks, and to modify your pricing by applying contract-specific adjustments.

The system's many features include real-time dispatch, job status and reporting, the rapid adjustment of technician scheduling and priority-based planning. The system enables you to execute preventive maintenance plans and contract-based commitments and to assign resources and staff to work orders based on skill, availability, team and department. It supports scheduling and routing of your field staff, benefiting from functionality that includes digital maps showing streets, objects and the current location of each mobile worker.

The system provides you with functions for managing field inventory and generates powerful reports for monitoring profitability, resource utilization and workload. It also offers the facility to audit, modify and generate customer invoice specifications, track parts, hours reported and labor usage, and traveling and other expenses.

Finally, web-based customers can log service requests and check the status of their work orders.



**Our system is based on ClickOnce technology, making your work quicker and simpler.**



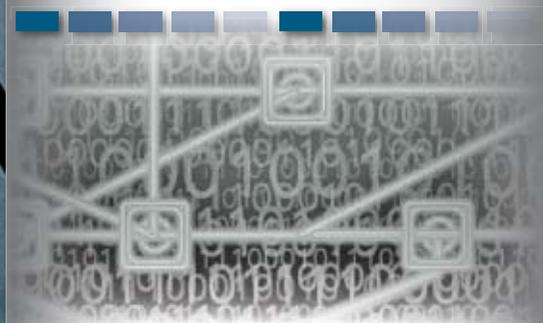
## Key technology

RemoteX Applications is built upon a service oriented architecture (SOA) and uses 'best practice' technologies such as Microsoft® Windows Mobile®, Microsoft® .NET™ Framework and Microsoft® .NET™ ClickOnce deployment.

RemoteX Applications uses web services to synchronize data between its occasionally connected clients and the server (most commonly over a WiFi, GPRS, UMTS or Broadband Internet connection).

## Why RemoteX Applications?

- A single-source field service management application focused on industry-specific processes and unique customer needs.
- Mobile access to all critical information regarding the customer, site, work description, equipment data, prices, etc.
- A robust mobile framework supporting a range of popular handheld devices.
- Seamless, recurring upgrades with minimum or no impact on day-to-day operations.
- Rapid, low-risk and best practice proven implementation.
- A co-hosted business software solution that leverages a service oriented architecture (SOA).
- The customer benefits from a robust, high-performance solution that provides rapid, low-cost, low-risk deployment without the traditional upfront investment to implement business software and IT technology.
- Industry- and customer-specific customizations.
- Multi-site and multi-language support.
- Software-as-a-Service (SaaS) delivery model.



## Service delivery through managed hosting or on-site hosting

Our experienced consultants know how to guide your organization from where you are today to where you want to be tomorrow. Our project objectives are always to reduce or eliminate risk, maximize benefits and minimize costs.



We offer two types of implementation, hosted application and on-site implementation, both of which are scalable and variable depending on your exact needs. The hosted service covers total application support, management and hosting services for the complete application suite, and is accessible through Windows XP, Windows Vista and Windows Mobile operating systems.

RemoteX operates in a secure data center with restricted access, 24/7 security and video surveillance. The data center provides extensive capability to ensure high availability through redundancy in hardware, software, power supply, network infrastructure and environmental control, as well as system backups and physical security.

For high-availability customer requirements, our co-host location/hosting environment can also provide database clustering, such that if the server running the SQL database fails, the system will “fail-over” to another server and the system will continue running while the primary database server is brought back on-line. With the architecture in use, the hosting environment can accommodate hardware or software load balancing, such that if a single application server fails, the end-user is connected to another application server to continue working with the application.

Larger companies, with greater financial and IT resources, may prefer to implement RemoteX Applications on-site, making use of on-site training and consulting services and self-service support.

## Customer support and implementation services cover:

- Project management/project plan production.
- Software deployment.
- User training.
- Business process reviews and flow documentation.
- Analysis of functional fit of software to business processes.
- Legacy data conversion.
- Translation of business processes to software operations, including pilots.
- Integration services.
- On-site support during go-live.
- Post-launch application management, helpdesk and support.

## Small, medium or large - it's your choice

RemoteX Applications comes in three sizes – you just choose the one that suits your company best and then complement it with additional modules.

**RemoteX Work Order Edition** is the simplest way for the smaller company to cut out paperwork and speed up invoicing. It is a standard system and versions are available for several industries. It is also easy to get started, even without previous IT experience, and allows your company to process all customers, articles and prices.

**RemoteX Compact Edition** is a complete system for mobile work order processing. It is a powerful platform that combines user-friendliness with high performance and can be adapted to meet the needs of any particular customer's operation.

**RemoteX Enterprise Edition** includes multi-site and multi-language capabilities and offers performance and scalability for Field Service Management in companies with complex organizations and advanced business processes. It is a very powerful system with extensive possibilities for adaptation as well as several modes of operation.

**RemoteX**  
APPLICATIONS  
*workorder edition*

**RemoteX**  
APPLICATIONS  
*compact edition*

**RemoteX**  
APPLICATIONS  
*enterprise edition*

**RemoteX**  
APPLICATIONS  
*works for service*



## RemoteX – experts in field service management IT systems

RemoteX works out of three offices, with our headquarters located in Stockholm. We have been in business since 2001 and we are a profitable company undergoing strong expansion. We have been nominated several times as one of Sweden's fastest growing technology companies.

RemoteX truly understands the field service business. We have a strong track record of providing tools and consulting services based on best practice know-how from a number of successful implementations.

RemoteX's objective is to increase our customers' competitiveness by offering a single source and a state-of-the-art field service management tool that maximizes the return on investment by reducing costs and increasing revenues. With increased control of critical business data and more automated and efficient work order processing, higher quality can be guaranteed both internally in the organization and externally towards the end customer.



RemoteX Technologies AB • Stockholm • Gothenburg • Norrköping  
Head office: Hammarby Fabriksväg 29-31 • SE-120 33 Stockholm • Sweden  
Tel +46 8-525 060 00 • info@remotex.se • www.remotex.com