

Mobile



about service accent mobile

Service Accent Mobile lets your engineers access their jobs wherever they are¹. Using the same simple browser-based technology that powers the rest of the internet they can view jobs directly on any handheld device (for example HP IPAQ or O₂ XDA or Mini S). Completing the job details on screen, entering the parts used, arrival/departure times and closing the job down are done with no input required from the office beyond logging and allocating the initial customer call².

At the office one click produces the job invoices for a whole day's service work which means that hours of typing up job sheets, invoices and stock adjustments are a thing of the past. Service Accent Mobile is as simple to use as the internet itself, and with mobile data costs falling all the time the benefits are undeniable. In fact, you can empower your engineers for less than 40p per day³.

features and functionality

With Service Accent Mobile, your engineer can perform his tasks straight from his hand-held device. The available features include:

- Log your own jobs - great if you offer service 24/7
- View and modify your own jobs
- Address, contact and fault details are available
- Customer history can be viewed, including the last fault and fix
- Record the parts you have used
- Close off your jobs



quick facts

how it works

With a browser, for example, Pocket Internet Explorer, on your PDA, you can view and enter data. The browser connects to a web server in your office via a normal internet connection and the Service Accent Mobile gateway will update your database and respond accordingly.

A server or workstation to run the Service Accent Mobile gateway, as well as a web server with a dedicated inbound connection needs to be available.

In the field, you need a device that has an html browser. Service Accent Mobile has been optimised for PocketPC devices, but should work on any browser-capable device; for example, the HP IPAQ range, the O₂ XDA range and similar are ideal. GPRS is required, and 3G is highly recommended.

notes

- ¹ subject to coverage and signal
- ² with our Service Accent Remote Customer module the customer can even log the call themselves
- ³ see overleaf for full cost justification

Mobile



the technology

By eliminating the need for paper jobs sheets Service Accent Mobile offers the following tangible, measurable benefits:

- Runs on any PDA device with a normal web browser e.g., Pocket Internet Explorer
- Designed for use with a stylus and the built-in virtual keyboard
- PDA connects to your web server via a normal internet connection
- By utilising GPRS/3G, costs are minimised and expensive call charges are reduced

the benefits

- Assign jobs to your engineers without the need for you to call them
- Minimises miscommunications as the engineer is viewing your database in real time
- All the information the engineer needs to attend and complete a job is available at his fingertips
- Increase your first time fixes as the engineer can call upon service history for the customer or the machine
- By viewing the parts used previously for the machine, engineers can identify parts they may need before they arrive on site, minimising costly return-to-fit calls
- Your engineers can close their own jobs, ensuring that your database is updated in real time
- Engineers can log their own follow up or return-to-fit calls, reducing costs and improving customer service
- As easy to use as the internet itself
- The look and feel of the screens can be customised to your requirements and corporate branding
- You can capture customer signatures to print on Proof Of Acceptance documents (which can be emailed automatically to the customer with the optional POA module)

functionality workflow

- View your jobs complete with job number, customer name, model, serial number, job details with site address, contact details, equipment details and extensive fault information
- Ability to update the job details when on-site and book new jobs there and then
- Use parts with stock levels being checked and updated in real time
- Service history showing the engineer, equipment, fault & fix details, meter reading

cost calculation:

- Average jobs use less than 200kb of data each through the entire mobile job cycle
- Job cycle includes viewing job list, job details, recording arrival and departure time, adding cause of fault and fix, parts used, meter reading and adding notes to the job, capturing the customer's signature followed by the raising of a new job for a return-to-fit call
- 20MB monthly usage based upon 5 completed jobs per working day and 20 working days per month
- As of June 2008, Vodafone was offering existing customers 500MB of data for £7.50 per month. Please note that many mobile phone tariffs include some data within their normal pricing plans and therefore, no additional costs may be incurred for data usage

quick facts

deploying the solution

Service Accent Mobile requires an internet browser like Pocket Internet Explorer.

Your engineers will need access to the internet to use this solution, so to use it in the field via laptops, they will require a GPRS/3G connection (for example, a USB broadband modem) or a Wireless Access Point.

Service Accent Mobile has been specially developed for PDAs and similar "lite" devices; a more comprehensive wireless solution, Service Accent Wireless, is also available.

try it for yourself

If you want to try Service Accent Mobile for yourself, please go to:

<http://serviceaccent.mobi>

on your internet-enabled device.