

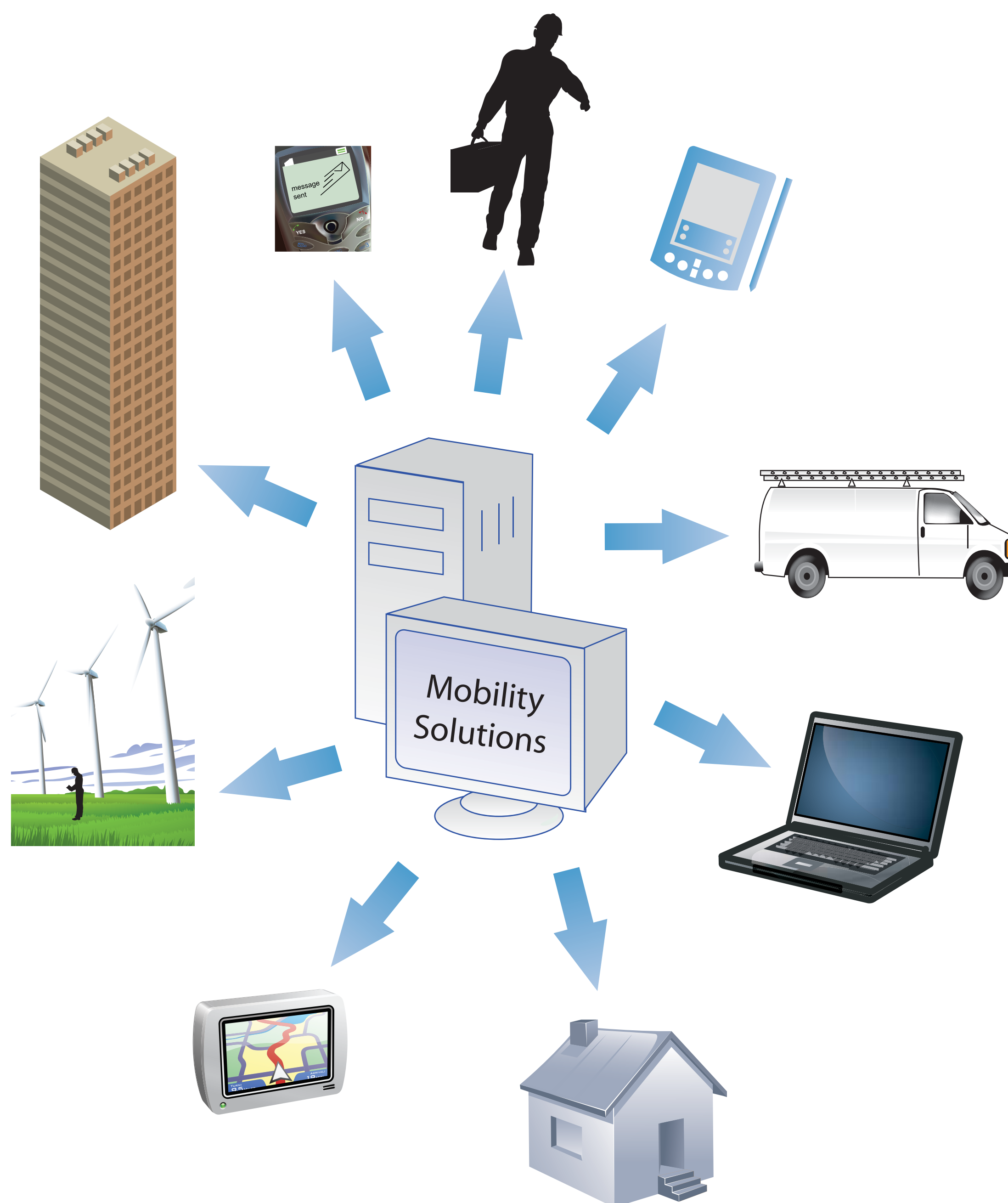


WennSoft Mobility Solutions

Enable Technology for your Organization

Mobility solutions facilitate:

- Communication with field service resources
- On-site data entry, capture and time tracking
- Increased technician access to customer information while on site
- Efficient scheduling of current and future work
- Improved reporting and analysis
- Reduction of time from completion of service to invoice



Field service technicians are a primary workforce for many organizations. It is this group that is responsible for servicing customers, delivering a quality product and creating the market impression for your organization. The nature of the field presents inherent, but not insurmountable, challenges. Overall communication, response times, customer service issues and time utilization are primary areas in which effective management becomes critical for success.



Stay Connected with Your Field Service Staff to Save Time and Increase Efficiency



The ability for your staff to work effectively outside of their traditional locations has been made possible by the advancement of mobile computing applications. Today's worker can access critical information, communicate with the back office, interact with customers and close the loop on service in real-time. Not only do these advances deliver efficiencies to the organizations leveraging them, they provide a foundation to enable streamlined processes, improve customer service, reduce costs and increase productivity.

Integrated by design, WennSoft offers a suite of mobility solutions designed to keep you connected with your field service resources. Built on the superior financial management capabilities of Microsoft® Dynamics™ GP, these solutions extend the WennSoft Service Management Series with a mobility component, allowing you to deploy a more effective, efficient and profitable mobile field staff. WennSoft mobility solutions offer an array of software, hardware and connectivity options designed to give your organization the flexibility necessary to meet your specific needs.

MobileTEC

MobileTEC, an effective extension of the WennSoft Service Management Series, is the flagship product in the WennSoft mobility lineup. Available in versions for a Pocket PC, laptop or tablet PC, MobileTEC provides back-office information where technicians need it most, in the field.

Written in .NET technology utilizing the Windows Mobile 5.0 platform, MobileTEC can leverage all of the power and potential that today's technology has to offer. With MobileTEC, daily activities such as sending new service calls to the field, resolution tracking and initiating new service work orders is routine.

Core functionality has been designed to address the common needs of field-based employee:

Service Calls – Key information can be quickly and effectively conveyed to the field. Details include:

- Customer information
- Service history
- Call type
- Problem description
- Scheduled date and time
- Location, equipment and maintenance contract information
- Appointment status (in route, arrived, complete, etc.)
- Service call time stamps
- New multiple service calls
- Guaranteed response times
- Service tasks and required responses
- Additional information and notes

Field Purchase Order

- Users can create a purchase order for a service call in the field.
- A setup option allows users to enter a field purchase order number or have the system automatically generate the number.
- Purchase orders are numerically sequenced and a service call can contain multiple field purchase orders.
- When the appointment is transmitted to the Host, a header record and detail items are created from the information entered by the technician. A Field Purchase Order Inquiry window allows for editing transactions before they are processed into the system.
- The Invoice Posting button will review the Inventory Inquiry and Field Purchase Order Inquiry windows prior to posting to determine if there are

The screenshot shows the MobileTEC application window with a menu bar (File, Connection, Payroll, Setup, Help) and a toolbar (Save, Complete, New, Refresh). Below is a table of service calls:

Location	Description	Address	City	Status	Date	StartT
CEDAR-15500 CLEVELAND AVENUE	BOILER LINES MAKING NOISES	15500 Cleveland Avenue	New Berlin	DISPATCHED	2/1/2007	3:00 PM
WENNSOFT-5355 S MOORLAND RD	SECURITY CODE NOT WORKING	5355 South Moorland Road	New Berlin	PAGED	2/1/2007	4:00 PM
ACCURATE-4181 S 65th St	SMOKE COMING FROM BOILER ROOM	4181 South 65th Street	Milwaukee	RECEIVED	2/1/2007	10:00 AM
CEDAR-15500 CLEVELAND AVENUE	SECURITY PANEL DOOR BROKEN	15500 Cleveland Avenue	New Berlin	ACKNOWLEDG	2/1/2007	8:00 AM

Below the table, the 'Appointment Details' section is visible for the selected call:

Description: BOILER LINES MAKING NOISES
Priority: 1
Division: PM COM
Date: 2/1/2007
Time: 03:00 PM
Est. Hours: 1.00
Status: DISPATCHED
Call Type: MC - MAINTENANCE
Problem Type: MAINTENANCE

This screenshot shows the 'Appointment Details' section for a different service call:

Description: SECURITY PANEL DOOR BROKEN
Priority: 1
Division: SERVICE COM
Date: 2/1/2007
Time: 08:00 AM
Est. Hours: 2.00
Status: ACKNOWLEDG
Call Type: T&M - TIME & MATLS
Problem Type: MAINTENANCE

This screenshot shows the 'Service Call Tasks' section:

Task Count: 1 of 1
Task Code: 104 Check Test all Safety Devices
Equipment:
SubLocation:
Task Status: OPEN
Completion Date: 2/1/2007

This screenshot shows the 'Add Inventory Information' section:

Cost Code: EQUIPMENT
Date: 3/6/2007
Part No.:
Quantity: 1.00
Item Cost: 0.00
New Part:

Cost Code	Date	Part Nu...	Descripti...	Quantity	Cost\Item
*EQUIPM...	3/6/2007	SOLDER	Solder	100	0.01
*EQUIPM...	3/6/2007	KPA100	Keypad ...	1	3.88

pending transactions for a service call. If there are pending items, a warning message will be displayed, enabling the clerk to ensure that billing for service calls includes all costs.

Call Closeout and Resolution - Accurate collection of work data and related attributes from a single point of entry improves processes and increases efficiency.

Information related to the following can be added to the customer record by the field technician:

- Labor hours
- Personal or company vehicle miles
- Reimbursable business expenses
- Parts usage
- Customer signature
- Description of completed work

Maintenance Tasking – Critical to the successful completion of complex equipment management, maintenance tasking ensures that all steps are clearly outlined and available for reference and completion.

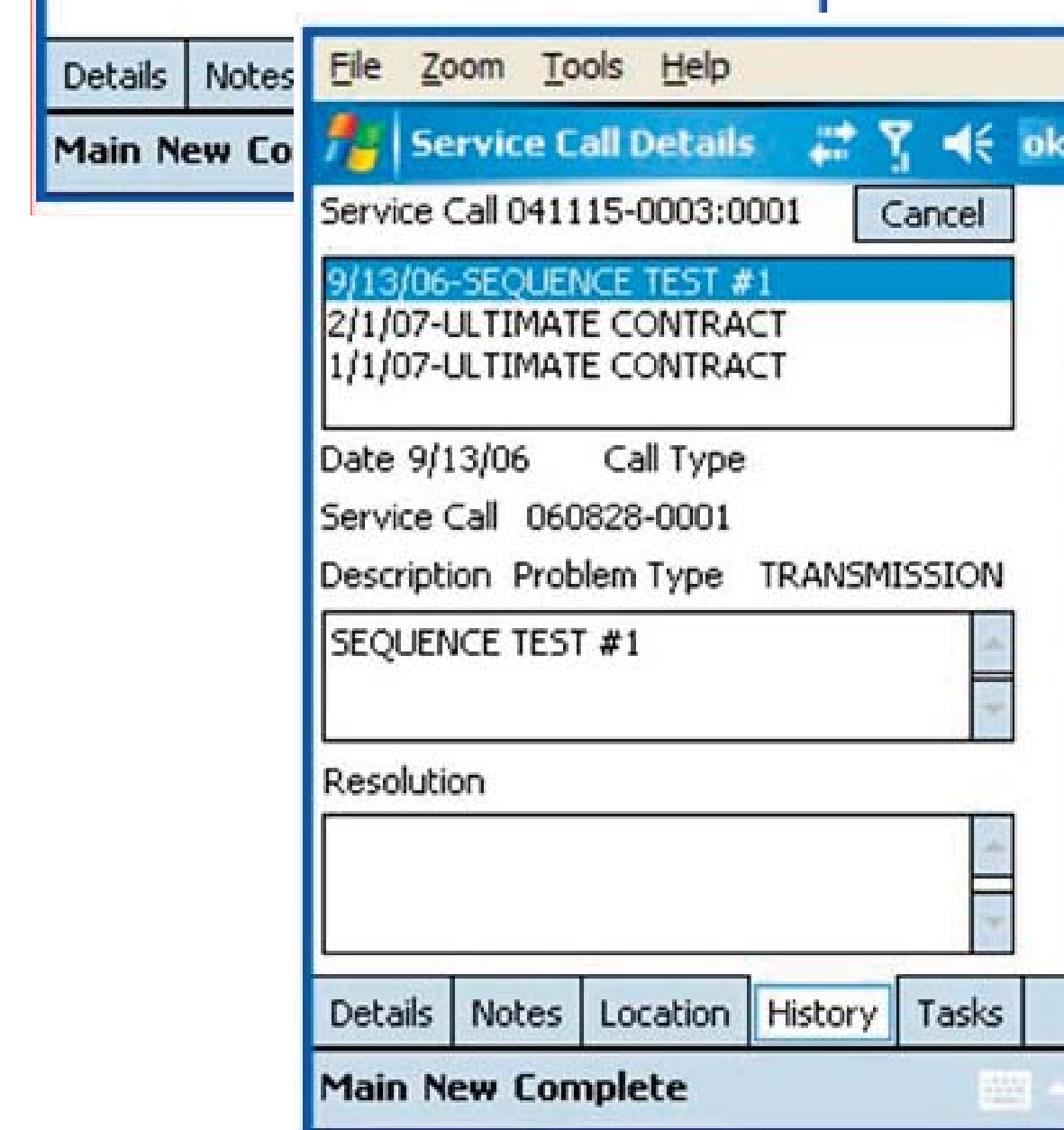
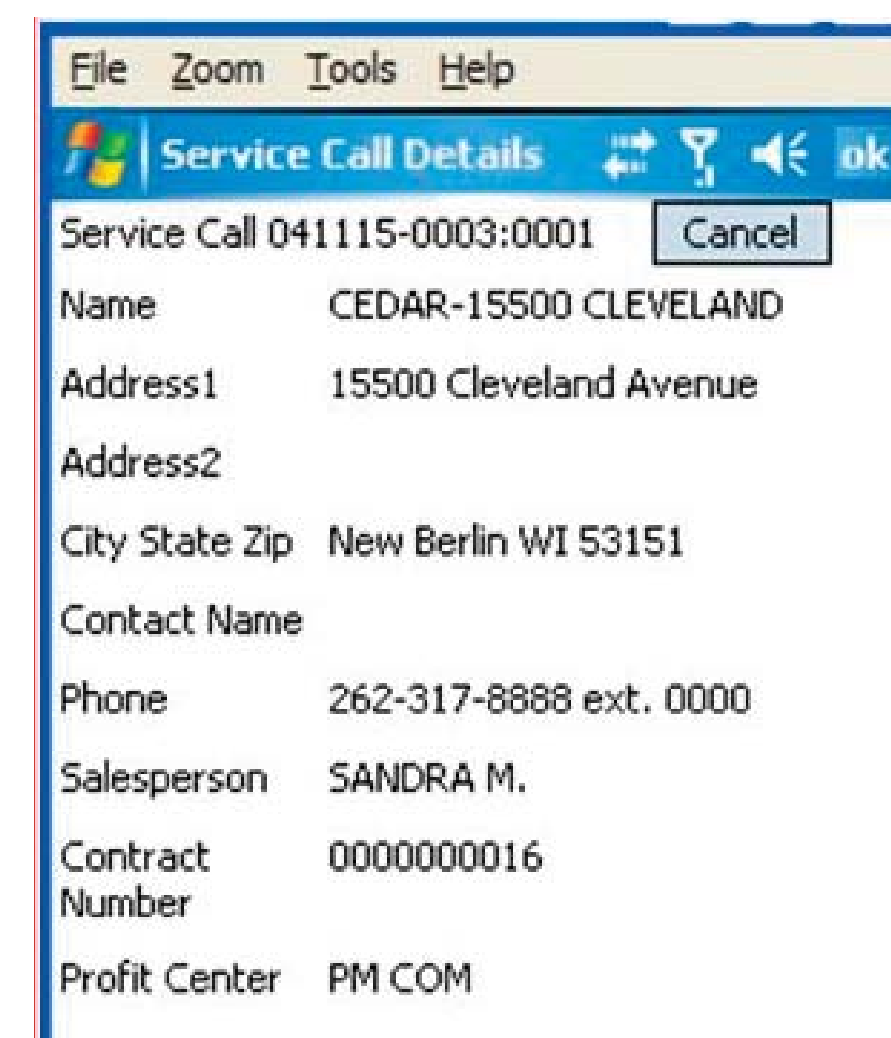
MobileTEC facilitates:

- A significant reduction in the amount of time spent documenting routine information
- The elimination of handwritten logbooks and reports
- Collection of task information for accurate reporting and analysis

MobileTEC can improve the accuracy of data capture, guide decision making and enforce standards and best practices. Productivity efficiencies are realized when field workers are enabled to update schedules, add parts and materials usage, send and receive e-mail, record expenses and manage scheduled maintenance.

Additional MobileTEC benefits:

- Improved communication to and from the field
- Decreased costs through increased efficiency
- Process and accountability improvements
- Elimination of redundant or inefficient data entry
- Increased customer satisfaction
- More efficient scheduling and routing
- Electronic tracking of the entire service process
- Streamlined reporting and billing



WennSoft WebTECH



WennSoft WebTECH is a browser-based application, designed to be platform and connectivity independent. This facilitates an extremely flexible environment for access to system data while leveraging existing hardware and connectivity methods.

As long as the technician can access a web browser with an internet connection, they can utilize the WebTECH solution. By utilizing a browser as the platform, many of the potentially negative implications for compatibility and interoperability are removed, allowing you to focus customer service.

WebTECH utilizes a tab-based navigational structure, which allows field technicians to access a number of different elements as they relate to the work and customer base to be serviced during a particular period of time.

This information includes:

- Technician Dispatch Board - displays all calls for the current day
- Service Call Detail - provides high-level information about the customer, location and service call
- Tasks - details needed work, includes editing capabilities
- Contracts & Equipment – displays available equipment and whether it is covered by a contract
- Labor & Parts – form-type entry to record labor and parts utilization
- Call Summary – an overview of the call, the final phase before closing out the call





5355 S. Moorland Rd.
New Berlin, WI 53151
www.wennsoft.com
E-mail: mobility@wennsoft.com
262-821-4100