

ClickSoftware
Making Service Click

ClickLocate

Enabling decision making
through workforce visibility



...Stay Informed



ClickLocate

It's never been more important to keep track of your field service workforce – which is why global positioning systems (GPS), cell tower identification and cellular triangulation have become commonplace tools in managing field service engineers.

The benefit of location-based services are that they provide organizations with the real-time data needed to track the locations of field service workers, vehicles and parts. This data enables more accurate planning of the field workforce as well as providing the opportunity for service organizations to quickly respond to emergency or short service level agreement calls, as well as calls about missed appointments. This data can also be used to ensure the safety of the field force when they service customers in remote areas, and to guarantee that vehicle use policies are being observed.

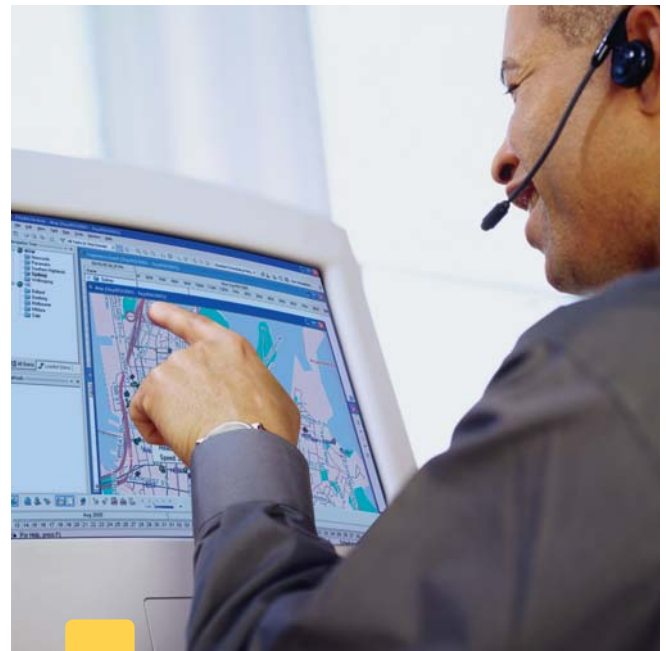
But forward-thinking service organizations also understand that location-based services can provide new opportunities to improve operations – particularly when they are integrated with service optimization technology. These optimized service organizations are able to move beyond the basics of location technology to employ information in new, more actionable ways. When coupled with optimized scheduling, for example, location-based services can help dispatchers anticipate and prevent late arrivals. The results are improved customer service, minimal unnecessary travel, and compliance with the strict dispatching lead-time regulations required by some industries.

What Is ClickLocate?

ClickLocate is a ClickSoftware application that optimizes scheduling by capturing the location of field service engineers and/or service vehicles and integrating it with ClickSchedule. With ClickLocate, service managers are able to “see” the current location of the entire mobile workforce at one time, and can make decisions and take actions based on this precise information.

ClickLocate provides time-stamped information on an engineer's travel direction, average speed and whether or not the engineer is currently moving or stationary. The data can be transmitted via GPS, cell-tower ID, cellular triangulation, assisted GPS and other services to a mobile device carried by field engineers or mounted in service vehicles.

ClickLocate then integrates location information into ClickSchedule via Web Services, which enables dispatchers to effectively take actions based on that information. For example: dispatching of a short (less than an hour) service call.





ClickLocate is specifically designed to capture precise field service engineer and/or vehicle location information and integrate it with ClickSchedule for use in optimized scheduling.

Features

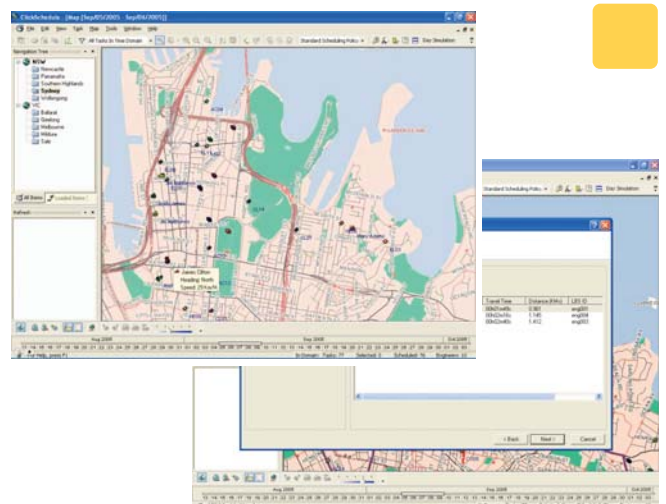
- Location-based system integration through Web Services
- Detailed location information, including whether engineers are stationary or moving, their travel direction, speed, and the time the information was captured
- Periodic or per-request updates of location information
- Visual mapping of current engineer locations
- A scheduling service that uses location data to support dispatcher scheduling decisions
- Retention of historical location information for analytical purposes
- Periodic purges of historical data

The world's leading service organizations recognize that knowing where field service engineers are and where they're going can provide critical information for actions taken in the call center. Location-based services optimize service scheduling, ensure customer satisfaction and help maintain high levels of productivity.



Benefits

- Improved service levels, due to the availability of accurate location information in near real time, as well as the ability to visualize this information and take appropriate scheduling actions when required
- Real-time insight into the daily activities and productivity of field service engineers
- Service vehicle "black box" functionality that can be used to monitor and analyze service vehicle use (both on and off duty), as well as the driving habits of the field workforce
- Accurate location information that can be used to ensure field service engineer safety and security when working in large, remote service areas
- Ability to track vehicles in case of theft
- Better forecasting and planning based on accurate time tracking



About ClickSoftware

ClickSoftware (NasdaqCM:CKSW) is the leading provider of workforce and service optimisation solutions that maximise workforce productivity and customer satisfaction while minimising operation costs.

ClickSoftware's ServiceOptimization Suite provides an integrated, intelligent solution for automatic, efficient, and effective decisions over the entire service decision making chain. The suite enables reliable customer demand and workload forecasting; strategic and tactical capacity planning; optimised shift planning; daily service scheduling; troubleshooting and repair support; wireless workforce management; location based services; and business analytics that connect all organisational levels and functions.

ClickSoftware customers represent a cross-section of industry leaders in the utilities, telecommunications, computer and office equipment, industrial equipment, medical equipment, building automation, and home service sectors. Close to 100 customers around the world have implemented ClickSoftware service optimisation solutions to achieve an optimal level of field service.



Offices

NORTH AMERICA

ClickSoftware (Corporate)

35 Corporate Drive
Suite 140
Burlington, MA 01803
Tel (888) 438 3308, (781) 272 5903
Fax (781) 272 6409

EUROPE

ClickSoftware

The Priory
Stomp Road
Burnham, Bucks
SL1 7LW
Tel + 44 (0)1628 607000
Fax + 44 (0)1628 607001

ClickSoftware Central Europe GmbH

Hanauer Landstr. 293 B
60314 Frankfurt am Main
Deutschland
Tel + 49 (0) 69 489813 0
Fax + 49 (0) 69 489813 99

ASIA-PACIFIC

ClickSoftware Technologies Ltd

Azorim Park, Oren Building
94 Em-Hamoshavot Road
PO Box 3697
Petach-Tikva 49527
Israel
Tel + 972 3 765 9400
Fax + 972 3 765 9401

ClickSoftware Australia PTY Ltd

Level 1
256 Queen Street
Melbourne, Vic 3000
Tel +61 (0)3 9946 6400
Fax +61 (0)3 9946 6401

ClickSoftware Japan K.K.

15F Cerulean Tower, 26-1
Sakuragaoka-cho, Shibuya-ku
Tokyo, Japan
Tel +81 3 5456 5661
Fax +81 3 5456 5511

ClickSoftware India Pvt

Vatika Atrium
3rd Floor, Block-B
Sector - 53, Golf Course Road
Gurgaon - 122 002
Haryana, India
Tel +91 124 4311 188

www.clicksoftware.com