

ClickSoftware
Making Service Click

ClickSoftware

for Installation, Maintenance
and Repair Services

FieldService



Field Service for Midsize Companies

When it comes to managing the field work force, service organizations of all sizes clearly understand the advantages of optimized scheduling and real-time mobile communications with technicians. For many organizations, however, field service optimization solutions often seem frustratingly out of reach. This can be due to a number of factors: price sensitivity, aversion to risk, or simply the time and effort involved in piecing together a field service management solution from various vendors.

What many field service organizations want and need is a robust, "one-stop" solution that:

- Can be rapidly deployed
- Provides world-class optimization and automation processes
- Incorporates industry best practices and business processes
- Performs in "stand-alone" mode but provides an architecture for ease-of-integration with other systems at a later date
- Allows the organization to change the service policy without the involvement of application providers
- Comes from a single vendor

While this solution may be attractive to large enterprises as a first phase implementation, it ideally fits organizations with up to 500 field resources. For mid-sized organizations, ClickSoftware has developed a field service management and optimization solution that meets all of the above requirements, and more.

ClickSoftware for Installation, Maintenance and Repair Services (ClickIMRS)

ClickIMRS is a pre-configured package that has been tailored to the needs of mid-sized companies. It encompasses order management, optimized scheduling, operational reports and a mobile offering. Based on our industry-leading ServiceOptimization Suite, it leverages our extensive experience with small- and medium-sized customers in the home appliance, computer and office equipment, industrial equipment and other industries.

ClickIMRS can be rapidly deployed at a price to meet even the most restrictive of budgets. It requires minimal implementation effort, because it was designed and configured specifically to meet the needs of installation, maintenance and repair services. And because it provides all of the proven, rich functionality and flexibility found in ClickSchedule, implementation risk is low, as well.

ClickIMRS features pre-configured scheduling, reporting and mobile functionalities that virtually eliminate the expense, time and effort typically required to custom-design and program schedules, reports and mobile requirements. In addition, the ready-to-use reports provide insight about service operations and streamline decision-making on the part of both service management and dispatchers. Should changes to the business require changes to scheduling and dispatching policies, business-oriented configuration tools empower the service organization's system administrators to make those changes without vendor involvement.



Manage the lifecycle of the service call from creation through dynamic scheduling, mobile communication and real life reporting

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The package also includes:

- A work order management module that enables management of customer calls and records
- Up-to-the-minute, advanced optimization processes based on ClickSoftware's experience working with similar organizations
- Data import utilities that expedite and streamline the deployment process
- The ability to operate in stand-alone mode or to integrate into existing back-end systems, including leading CRM and ERP solutions

ClickSoftware for Installation, Maintenance and Repair Services is based on best practices that have been gained throughout years of experience working with small- to mid-sized businesses.

ClickIMRS: Benefits

- Packaged solution tailored specifically to meet the needs of mid-sized companies
- Enables an organization to provide improved service to its customers without increasing costs
- Support for managed growth of the business through visibility and control
- Reduced operational costs relative to the service operation
- Reduced risk – the solution can be deployed rapidly, and at a low fixed cost for qualified customers
- “One-stop” shop – scheduling, reports, order management and mobility from a single vendor
- Solution can operate in stand-alone mode but is also designed to integrate into existing back-end systems
- Return on investment within the first year of using the solution
- Ability to take advantage of best practices based on years of experience and expertise with leading service organizations around the world
- Supporting service organizations that perceive the service operations as an opportunity to generate more revenues rather than a burden



ClickIMRS: Features

- Preconfigured scheduling and operational reporting
- Advanced optimization and dispatching processes, including street-level routing and on-line appointment booking
- Same-day optimization
- Flexible dispatching mechanism
- Work order management module
- Business-oriented configuration tool
- Data import utilities
- Standard integration plug ins to the leading CRM and ERP applications
- Mobility features:
 - Preconfigured mobile solution
 - Tight integration with the scheduling solution
 - Support pocket PC, PC editors as well as a WAP edition
 - Ability to update all the work order attributes
 - Send files (attachments) to and from the mobile device
 - Different work order layout for different work order types
 - Form Editor to ease the creation of new work order forms
 - Electronic signature
 - Various icons, colors and alerts to visualize (including sound effects) different aspects of the work order
 - Diverse ways for sending messages between the dispatchers and the field engineers

About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time

decision making, incorporating scheduling, mobility and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.

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