

## Product Datasheet

### About IntelliServe

**IntelliServe** is a software solution running on industry standard handheld computers designed to make your field service personnel more efficient. It allows wireless access to vital information from backend systems relating to specific service reports and equipment.

Designed to run on both Windows Mobile and PalmOS handheld computers, **IntelliServe** leverages the simplicity and convenience of modern handheld computers with the pervasiveness and reliability of today's mobile networks. It increases efficiency in your organisation by immediately registering completed service reports in your enterprise systems at the moment the service call is finished.

Through the wireless integration of **IntelliServe** into your existing back office systems, service calls logged by your companies call centre no longer have to be manually distributed to the relevant service personnel. When an engineer connects wirelessly from their handheld to the company network, all service calls assigned to the engineer are downloaded to their device. The engineer then uses the handheld computer to view details relating to the service call, enter completion details and obtain a signature from the customer for the completed work. This reduction in paperwork leads to a reduction in errors in the service process, which subsequently leads to increased customer satisfaction.

Implementing **IntelliServe** in your organisation requires no change to your back office applications. If you have an existing service application, **IntelliServe** complements this by sitting alongside it and seamlessly integrating into it. If your organisation does not have an existing service application, **IntelliServe** contains a server application and database that provides you with the means to log service calls on a PC, assign them to engineers and download the calls to engineer's handhelds.



### Key Features

- Downloading of service calls to handheld device
- Service history available on device
- Stock details available on device
- Facility to enter engineers timesheets
- Facility to enter engineers expenses
- Facility to track travel time/mileage
- Facility to capture customer signature
- Barcode capture
- Integrates service reports wirelessly into your existing backend systems or into **IntelliServe Console** (in the absence of any backend system)
- Supports automatic upgrades to software on device

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### Benefits

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#### Increased Efficiency

Your engineers need spend less time analysing information presented in a haphazard manner. Information is electronically structured to suit your business thus allowing your engineers to be more productive with their time.

#### Reduced Paperwork / Phone Calls

As all service reports are taken electronically, there is no need for the manual recording of service calls. This electronic recording of service details helps to eliminate errors in the process.

#### Reduced Parts Inventory Costs

Stock used during service calls is electronically captured and integrated with your stock control system thus reducing inventory costs.

#### Increased Customer Satisfaction

Your organisation can achieve increased customer satisfaction driven by reduced response times, reduced service times, fewer and more predictable callbacks.

#### Equipment History

Equipment history can be downloaded to the handheld device thus allowing the engineer to analyse this information when determining a fault.

#### Reduced Costs

Better resource allocation, improved information sharing, improved feedback to head office and decreased service call durations all lead to significantly reduced costs.

#### Improved Billing Information

As all billing information is gathered and integrated electronically, the quality of this information leads to a reduced billing cycle

### About WASP Technologies

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**WASP Technologies** is a software solutions company that specialises in developing wireless enterprise applications on handheld computers. The company leverages its INTELLISYNC platform to develop and deploy synchronisation and mobile data connectivity solutions for enterprise clients.

Our clients include:

- Aer Lingus
- Nestle
- H2O
- Allied Fire Protection
- Glaxosmithcline
- Diageo Quality Team
- Kelloggs
- Post Consult International
- Masser Hammond

Our goal is to provide increased efficiencies to our clients, both financially and operationally, through the use of wireless handheld computers.

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