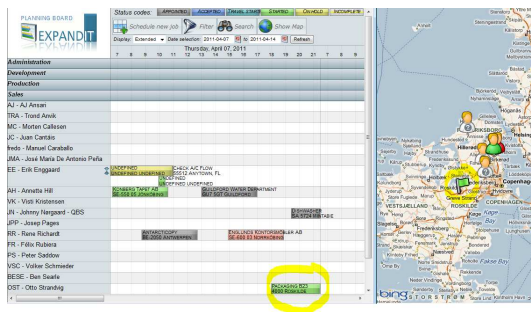




ExpandIT Mobile Service Management supports business processes where planners assign one or more service orders created in an ERP-system such as AX, NAV and Epicor to specific users or to team pools.

The planners are supported by a Gantt-format Planning Board linked to a Map showing customer and user locations.

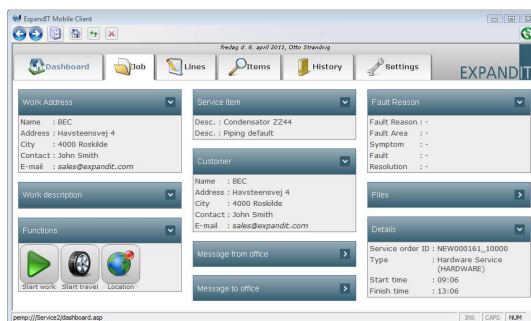


Select a user in the Planning Board and the representation on the Map is highlighted.

Select a customer on the Map and the nearest users are shown.

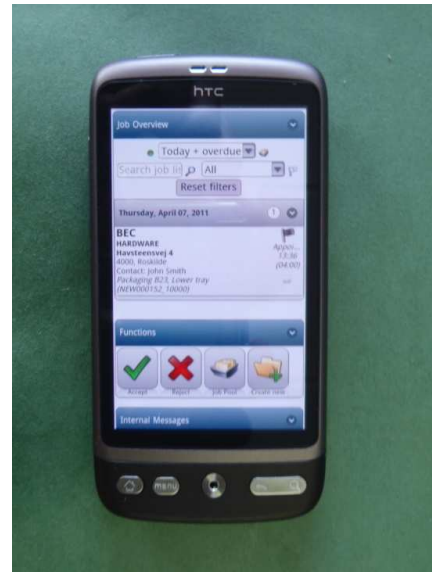
The Planning Board may be integrated to third party optimization tools and services to further assist the planners.

The user can see and accept new jobs immediately if there is a connection.



The client may be a mobile phone for simple interactions or it may be a netbook suited for user-provided data input.

If required, the user can create new jobs on new service items for new customers on the client, even offline on a netbook.



When a job is accepted then the job details can be synchronized to those mobile computers that allow offline use.

The user can now start to work on the job and register cost such as mileage, items/spareparts and register time.

There is a link between the Planning Board and the user, so the Planning Board is updated by the user-actions on the client pending connectivity.

Historic information and information entered by the dispatch board such as fault codes is sent to the service technicians.

The dispatch board may also add item, resource and cost lines to each service item line such as a start fee and mandatory replacement kits.

On the mobile computer the service technician can see the customer details such as the address and the



service item details such as number of previous services.

The user can register time spent, spare parts used and other cost such as mileage and fees.

Each service line is coor-coded so the user can be added in the ERP-system and what has been added on the client.

In-depth information such as type of service, fault reason, fault area, symptom and solution to the problem may be added to each service line.

The current status on the service order may also be changed so the service staff in the office can follow the progress.

Different files including photos may also be added to the service order.

| Line Number | Type | Quantity | Description |
|-------------|------|----------|--------------------------|
| 29970 | 3 | 1 | Start Fee |
| 19086 | 1 | 1 | ANTWERP Conference Table |

Upon completion of the job or at the end of the work day, the user sets the status so the planners are kept informed.

The job is sent to the ERP-system for posting when the status is set to 'Job complete'. The three other options send the job back to the Planning Board.

| Description | Quantity | Inv. location | Unit price |
|--------------------------|----------|---------------|------------|
| START Fee | 1 | | 2,30 |
| ANTWERP Conference Table | 1 | | 420,40 |

The service technician can add existing service items to a service order should the customer ask to have additional items serviced.

When the service job is done the customer may sign off on the registered resources.

A print of the registration which may later end up as invoice lines is also part of the base application.

ExpandIT Mobile Inventory is optional and gives the possibility to maintain a mobile inventory location in the ERP-system.

For more information please contact sales@expandit.com or visit www.expandit.com.