

➤ | Agent Field Service



# ENABLING BETTER SERVICE IN REAL-TIME

In today's competitive market, you're challenged to optimize field service resources to reduce overhead, yet still find ways to continually improve service value, delivery, and to generate new revenue. Agentek is leading a movement to a real time business model. Agentek has the technology to move you beyond laptops, beyond Blackberry's™ and into a new frontier of portability and profitability – achieving real time interaction with the enterprise.

## ➤ DOES YOUR FIELD FORCE HAVE WHAT IT TAKES TO SATISFY YOUR CUSTOMERS IN REAL-TIME?

Agent Field Service™ provides the tools you need to improve customer satisfaction while lowering your cost of service delivery. Its powerful real-time mobile field force automation capabilities help you deploy the right people at just the right time, with the data they need to get the job done. By optimizing your field service organization, you can service customers to the highest standards, maximize your fulfillment capacity, and minimize your cost of service.

Agent Field Service helps you to do more with less by giving every field service technician real-time knowledge and backend systems data.

*The bottom line:* Productivity and customer satisfaction are improved, costs are contained, and efficiency, as well as effectiveness, are increased.

With Agent Field Service's powerful **real-time** mobile automation capabilities, you can manage your field force, schedule appointments (manually and automatically), reduce travel time, honor SLA commitments, and meet customer satisfaction metrics.

With a flexible and scalable architecture, Agentek Field Service is designed to seamlessly integrate and leverage your existing business systems. You get the core components you need to run your business tailored to meet your present needs – all while giving you room to grow.

**“Agentek responded on all fronts in delivering a full turn-key solution from application and hardware to communications and training. Agentek delivered on time and on budget. That was the key to success.”**

*Director of Information Technology at Maytag Services.*

## ➤ INNOVATIVE COMMUNICATIONS TECHNOLOGY

Agentek's unique TXP™ technology – a new communications framework that overcomes the inherent limitations of standard networks – powerfully compresses and encrypts data so it can be exchanged reliably with mobile devices over any public network.

Running 300 users is not the same as running 3000. TXP provides continuous scalability without having to build a backend server farm. Reduced data requirements per task, dynamic data routing for load balancing, automated timeout definition to dynamically account for variations in network performance, session

manipulation for added security, and the elimination of thread and socket bottlenecks are just a few features of the most efficient wireless communication system – Agentek's TXP.

With TXP technology, you have at your disposal the most complete, cost-effective solution to scale your communications strategy for the future. It's the only proven solution designed to meet the communication challenges that actually cripple other technologies in the field.

➤ **AUTOMATED, STANDARDIZED FIELD SERVICE**

Agent Field Service leverages the latest advances in wireless and workflow technology to optimize field service processes. Field service technicians no longer waste valuable time on paperwork and other

administrative tasks. Communicating with the office, receiving and completing work orders, and submitting service tickets and time sheets are all done electronically using a wirelessly-enabled mobile device.

**Real-Time ROI Benefits**

- |                            |                         |
|----------------------------|-------------------------|
| Relevant Rescheduling      | Return Tracking         |
| Parts Availability         | Dynamic Routing         |
| Warranty Validation        | Payment Validation      |
| Workforce Visibility       | Higher Completion Rates |
| Fewer Call Backs           | Asset Tracking          |
| Extended Service Offerings | Inventory Control       |

➤ **SUPPORT SERVICE CONTRACT PROFITABILITY**

Agent Field Service gives field service technicians on-site visibility to up-to-the-moment contract and warranty information and provides standardized work templates to ensure work promised is work delivered for every customer, every time.

➤ **REMOTE ACCESS TO WIRELESS REAL-TIME INFORMATION**

From the perspective of the field personnel, access to information is critical to meeting increasing demands for efficiency. Field service technicians are increasingly expected to be responsible for more equipment, and are often expected to perform preventive maintenance on additional equipment while on site fixing a problem.

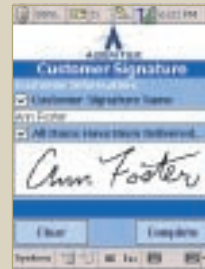
Agent Field Service enables real-time access to inventory needs and availability, which can reduce wasted time spent waiting for parts, sitting on hold at the depot, or driving to pick up a part that should have already been on the truck.

➤ **NEW REVENUE CHANNELS**

Agent Field Service automates parts inventory and work flow by reducing or eliminating paperwork. Ultimately, mobile automation reduces fixed asset and labor costs and frees field service technicians, giving them opportunities to recommend repairs, parts and extended services proactively, before serious failure occurs. Mobile automation adds true value to your service offering and uncovers untapped revenue sources for your business – increasing margins and potentially helping achieve higher market share through competitive pricing and better customer service.



➤ *Feature rich applications branded to your specifications*



➤ *Real-time signature collection and communication enables fast and accurate billing cycles*



➤ **THE COMPETITIVE ADVANTAGE**

Agent Field Service is a proven solution that gives field service personnel real-time access to the information they need to consistently provide fast call resolution and manage customer expectations. Our unique architecture, “one-stop-shopping” and turnkey solutions allows your company to deploy a

enterprise wide, real-time wireless solution within a short time frame that promotes a quick payback against the business case. It allows your company to achieve best practice field service management, and your customer gets superior service, every time.

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**"We selected Agent Field Service to help us increase the productivity and efficiency of our field service professionals in real-time, while reducing the cost of service delivery..."** *CEO at Vanguard Utility Services.*

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## WHY AGENTEK MAKES SENSE FOR YOU

Agentek is a leading provider of mobile field force automation and communications solutions that enable businesses to dramatically improve customer service and retention and reduce operating costs in real-time. With Agentek, we're all about increasing customer satisfaction and improving visibility, performance and communication – and ultimately maximizing your bottom line. Agentek delivers real-time information for real-time decisions.

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For more information about Agent Field Service call 1-877-924-3683 or visit [www.agentek.com](http://www.agentek.com)

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