

SM-Plus Mobile™

For the Business of Service



Maintain Field Service Productivity

SM-Plus Mobile helps companies outfit their technicians with mobile devices, such as hand-held wireless devices and laptops. As a delivery mechanism, it bridges the costly gap between the field and the back office, improves operating efficiencies and leads to increased corporate wealth and stakeholder value.

Information gaps often cause field service inefficiencies. Equipping technicians with SM-Plus Mobile eliminates connectivity-related issues.

to information concerning parts inventory, unit history, and repair instructions, there is a fundamental shift in productivity gains. Online or even synchronized access of information minimizes service order documentation and operational delays normally experienced with a manual process.

SM-Plus Mobile minimizes the time spent on service order resolution and billing processes, improving overall operational efficiencies throughout the service delivery life cycle.

Acts as a Delivery Mechanism

SM-Plus Mobile acts as a delivery mechanism especially designed for mobile field service organizations that rely on a steady flow of incoming and outgoing data. Field technicians require access to centrally stored customer, inventory, service order, scheduling and resolution data. A competitive advantage is gained by seamless integration between field technicians and back-office customer service, service logistics, inventory and accounting systems. SM-Plus Mobile helps organizations speed response time, complete more service orders per day and provide superior customer service.

Improves Efficiencies

Customers expect faster and more efficient service order resolution. Faster response times and more first-call resolutions are the building blocks of increased field technician productivity. When field technicians have access

Benefits

- *Extend SM-Plus to optimize service performance.*
- *Access centrally stored data to speed resolution rates.*
- *Eliminate double entry of work order data.*
- *Eliminate paper-based work orders, time sheets and expense reports.*
- *Optimize up-sell opportunities by providing field technicians with service history data.*
- *Collect accurate field service data and metrics for informed decision making.*
- *Improve scheduling and dispatch process.*

Corporate Headquarters
9003 Technology Lane
Fishers, Indiana 46038

phone 317.596.3000
fax 317.596.3001
solutions@singlesrc.com

www.singlesrc.com

Microsoft
GOLD CERTIFIED
Partner



SM-Plus Mobile™

Information is Power

World-class service firms use resource productivity (i.e. service orders completed per day/per technician), service response time, customer satisfaction, and first-time resolution rate as some of their key performance indicators (KPIs) and look for ways to drive greater efficiencies with the wealth of data provided by mobile solutions. SM-Plus Mobile provides accurate and near real-time information, enabling field technicians, back-office users, and executives to make informed decisions.

Key Features

Device Compatibility

Empower your workforce through the use of mobile devices, such as Microsoft Pocket PC-based handhelds or Windows-based notebook computers.

Access to information

Field technicians can easily access Customers, Incidents, Units and Service Orders.

Ability to process transactions

Field technicians can process transactions for labor, materials and expenses associated with a Service Request Order (SRO).

Real-time lookups

With a wireless connection, technicians can access real-time data, such as inventory availability.

Industrial Environments

For technicians working in high-impact or industrial applications, industrial grade "ruggedized" devices can be used.

Selective Synchronization

Technicians can take with them to the job site only the information they need and synchronize when a wireless connection is available.

About Single Source

Established in 1985 as an information technology consulting and software development company, Single Source develops and supports software designed to improve operational efficiencies for mid-sized manufacturing organizations. Customers attest to unmatched levels of support, including phone support, product enhancements, service packs, web-based support, training, consulting and custom software development services. Single Source is a Microsoft Gold Certified Independent Software Vendor (ISV) with more than 400 customers worldwide.

Applications



In high-impact field and industrial applications, rugged hand-held devices allow technicians to easily record service call details, such as materials and labor.

SM-Plus Mobile Notebook Edition can be installed on rugged laptops and mounted in vehicles to provide service technicians with immediate, reliable access to data.



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SYSTEMS INC.

Corporate Headquarters
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Fishers, Indiana 46038

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Partner

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fax 317.596.3001
solutions@singlesrc.com

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