



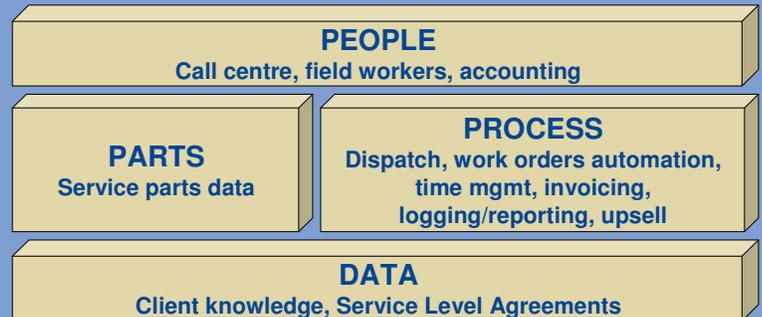
## SERVICE FORCE AUTOMATION

For field service, one truism has remained constant: “things break, and when they break, they need to be repaired”.

But what’s changing, is that field-based services companies can no longer afford to treat post-sales service and supply chain management as an afterthought. Aberdeen Research indicates that after-sales service accounts for up to 40% of revenues and up to 50% of inventory investment. Still, many firms rely on inefficient manual processes for managing call logging and tracking, work schedules, dispatching work orders and service parts management.

Winning service organizations are turning to TeamSFA to proactively support their companies’ products, to improve; operational efficiencies, profitability, and customer satisfaction levels.

TeamSFA enables optimized field service delivery by coordinating the synchronization of four critical elements:



Service firms that achieve this breadth of coordination and synchronization are not only squeezing latency and costs out of their field service operations but are also consistently retaining more customers and edging out competitors. In essence, TeamSFA has “optimized” their field service operations.

Equipping field technicians with TeamSFA’s robust mobile functionality and connectivity, supported by its well-defined business processes, can dramatically reduce costly latencies in field service delivery and impact overall profitability.

# Go the extra mile across the miles

## TeamSFA's On Demand Mobile Service Force Automation will:

- 1) Boost your productivity
- 2) Cut costs by automating processes
- 3) Improve revenue generation
- 4) Increase customer satisfaction
- 5) Build competitive advantage

**88%** of best-in-class firms view the vital connection between the field and back office as a top strategic priority. At the top of their agendas is:

- 1) work orders completed per day
- 2) minimize idle and misspent clock time
- 3) optimize provisioning
- 4) pricing and accessibility to service parts

The benefits of mobile working are irrefutable. The technology allows staff to minimize downtime by working productively pretty much anytime and anywhere.

## Companies that have deployed mobile field service solutions have realized, on average:

- 1) 27% improvement in worker productivity
- 2) 19% increase in customer satisfaction/retention
- 3) 17% increase in overall profitability
- 4) 13% increase in service revenues

## Changing Business Ecology

The business ecology changed forever when the Internet came along in the mid-1990s. Today, a decade later, TeamSFA leverages mobile Internet access to revolutionize "Business Automation" and level the playing field for small and mid-size field service organizations.

TeamSFA has been designed specifically for small and mid-sized field-based service companies that have few or no IT staff, but large enterprise requirements and expectations of their IT solutions.

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## Bridging the Chasm between the Field and Back Office

Field service organizations have been plagued by the inefficiencies engendered by loose connections among field technicians and critical back-office functions like customer service and accounting. Mobile technology holds the promise of seamless and zero-latency connectivity between the field and the back office.

TeamSFA enables mobile field service organizations with a steady flow of incoming and outgoing data. Field technicians gain access to centrally stored customer, inventory, scheduling, workflow, and accounting data. Back-office workers have up-to-date work order information from the field force.

## Frontline employees drive your competitive edge

The lifeline for today's mobile service teams is the cell phone. When they have questions that need immediate answers, need customer information, or receive an urgent customer work order, a call is initiated with an office administrator. This is a process that can take several minutes or more and ties up at least two people until it's resolved. TeamSFA turns this into a one-person operation.

Equipping your service force with Windows Mobile phones running TeamSFA provides them with immediate access to customer and product data at their fingertips in real time as needed. Unlike bulky laptop systems, Windows Mobile handheld computers turn on instantly, are extremely compact and represent the most affordable computer technology you will ever purchase.

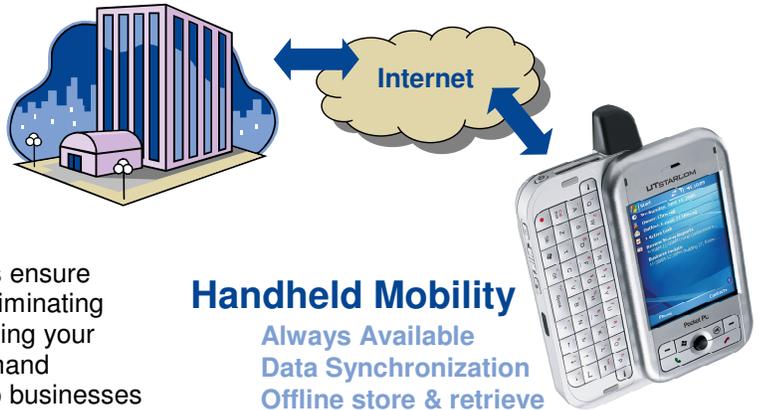
Successful companies have long known that a well-trained, highly motivated and efficiently connected field service force is critical to their continued growth and success. TeamSFA will help you stay ahead of your competition by replacing traditional paper- and telephone-based systems with an integrated solution that empowers your field service technicians with instant access to key information.

According to Aberdeen Research, "service organizations that use mobile solutions to conduct and transact service calls on-site at the customer, are outperforming those that rely on Web, e-mail, or spreadsheet-based solutions".



## Mobilize your Business

Today's office is not defined by walls or doors or even desks, but by access



### Handheld Mobility

Always Available  
Data Synchronization  
Offline store & retrieve  
Occasional Connectivity Required

### HOW IT WORKS

TeamSFA is a complete web-based and wireless field service management solution. Office staff connect directly using an Internet connected desktop PC. While your mobile and remote service technicians connect through wireless devices such as Windows Mobile phones, PDAs and laptops.

TeamSFA manages and hosts the servers that handle all the complexity of data synchronization, communication and database storage. These servers ensure your access - 7 days a week, 24 hours a day, while eliminating the need and your expense of deploying and maintaining your own inhouse web and database servers. This on demand infrastructure delivers enterprise class performance to businesses of any size, without incurring additional capital costs.

Synchronization is the key to ensuring each mobile technician always has access to the same company data at the same time. For example, the master parts list is maintained by an office manager(s) and effortlessly shared (synchronized) to each TeamSFA member.

TeamSFA Mobile is a software program that is installed on a Windows Mobile handheld, that when connected to the Internet, communicates with the TeamSFA hosted servers to send and receive; customer information, a company parts list and service work orders. Receiving work orders takes seconds – and seconds more to print a receipt to a mobile printer, or even email/fax completed work orders to a customer or inside order administrator.

### PRODUCT FEATURES

**Parts List** – maintain a single product parts list and synchronize updates with each mobile user. Users always have accurate and up-to-date parts pricing and availability information to:

- check/confirm pricing and product numbers
- search by part number
- use bar code scanning for instant access to any product detail

**Client Database** – This application provides a view of the entire client database which each member has been granted permission to view. Users can:

- Enter new or modify client details
- Record client activity
- Collaborate with other team members

**Work Order Management** – allows users to be in complete control of their daily business activities. They can:

- Receive, view, edit or create work orders in seconds
- View open and closed work orders
- Instantly deliver receipts to customers by email, fax or printed hardcopy using a one-button delivery option
- Instantly commit closed work orders to the inside order administrator for processing

### ADMINISTRATION

**Workforce Management** – allows administrators to control mobile team member access to TeamSFA and synchronization functions.

**Team Management** – allows Administrators to improve management of team members by:

- Managing and grouping sales personnel into teams
- Modifying and synchronizing client records for access by the entire mobile team
- Sharing individual client activity status to enable collaboration in the field

**Dispatch Console** – Quickly dispatch work orders, by selecting the customer, add required parts, provide incident details/description, select the technician, and click the Dispatch button.

### SUBSCRIPTION SERVICE

TeamSFA is a pay-per-use subscription-based service that delivers a number of business advantages, including:

- No software licensing fees
- Free upgrades for the life of an active subscription
- No infrastructure or maintenance costs
- Scales with your business – simply add new users

In a labor-intensive service environment, providing competitive service is nearly impossible without a mobile field service solution. TeamSFA will enhance your business by:

Feature	Benefits to YOU	Benefits to your CUSTOMER
<b>Eliminating Phone-based communications between dispatchers and field technicians</b>	<ul style="list-style-type: none"> <li>• Technicians dispatched on time, without error</li> <li>• Eliminate excess travel time</li> <li>• Work orders completed the moment of work completion</li> <li>• Improved call profitability and reduced service costs</li> </ul>	<ul style="list-style-type: none"> <li>• Technicians arrive onsite with required spare parts</li> <li>• Work order completed the moment of work completion</li> <li>• Less time spent at customer site</li> <li>• Lower cost of service</li> <li>• Customer satisfaction</li> </ul>
<b>Technicians will always have access to customer data and service parts data</b>	<ul style="list-style-type: none"> <li>• Improved parts fill rates</li> <li>• Improved technician productivity through fingertip access to key client data</li> </ul>	<ul style="list-style-type: none"> <li>• Higher first-time fix rates</li> <li>• Higher return-on-assets (ROA)</li> <li>• Customer satisfaction</li> </ul>
<b>Eliminating Paper-based systems of record</b>	<ul style="list-style-type: none"> <li>• Order-to-cash cycles shortened</li> <li>• Eliminate error-prone data entry</li> <li>• Reduce time spent closing job tickets and receiving new tasks</li> <li>• Improved revenue by eliminating invoicing errors, and faster time to invoice</li> </ul>	<ul style="list-style-type: none"> <li>• Customer invoiced correctly</li> <li>• Customer invoiced quickly</li> <li>• Less time spent at the customer site</li> <li>• Customer satisfaction</li> </ul>

TeamSFA delivers tangible cost reductions that are realized by; increased service technician productivity, eliminating data re-entry, increased information accuracy, and reduced costs of operations. Top line revenue growth is further achieved through increased parts management effectiveness, process optimization, and increased customer value.

For service companies the final mile of automation is often the last to receive automation – the service technician. Automating where the work is performed, at the job site, with the customer, offers the greatest cost savings and differentiated value-add, translating directly into sustainable competitive advantage for your business



**About TeamSFA Inc:** TeamSFA is an innovator in the area of mobile sales and service force automation solutions for the global market, offering the most advanced and comprehensive product of its kind on the market today. Through our unique on demand, subscription-based model, we empower customers of any size with full-scale, enterprise level sales and service force automation capabilities at a fraction of the cost of other solutions.

Our solutions leverage the power of wireless connectivity to deliver highly sophisticated capabilities in real-time to enhance productivity in the field, streamline internal administration and power business with industry leading customer service.

For more information on TeamSFA, please call (877) 878-8326, or visit [teamsfa.com](http://teamsfa.com)

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