

About MWA Intelligence

MWA Intelligence, Inc. offers leading-edge M2M (machine-to-machine) and M2P (machine-to-people) technologies in the office equipment and utilities vertical markets. MWA Intelligence has developed a platform-independent approach to asset, service and mobile workforce management that is flexible and scalable to accommodate your company's unique requirements.

Our solutions are designed to improve operational efficiencies and customer service by streamlining manually-intensive processes – service dispatch, mobile workers, parts replenishment, credit collection, automated meter billing, automated service call creation. We deliver mission-critical information real-time in the hands of customer-facing employees and into ERP/CRMs. We drive greater customer satisfaction and profit to the bottom line.

what our customers are saying...

"...At EIS our vision is to be the best single source provider for companies' office equipment needs... Our partnership with MWA Intelligence, Inc. allows EIS to maintain real-time, uninterrupted communications among its employees, customers, management and systems...The acceptance of MWAI's Intelligent Workforce application among the technicians was virtually immediate and resulted in happier customers."

Qasim Tarin, President
Electro Imaging Systems, Inc.

"Fast transaction speed and accurate recording of data is not only cost effective but it is just smart business that helps keep us one step ahead of the competition. Another advantage of our business partnership is with the future possibilities that MWA Intelligence brings to the table in terms of emerging technologies such as barcode scanning and other products."

John Reburn, Field Service Manager
Capitol Office Systems
Global Imaging Systems

"...The impact of MWAI's latest Intelligent Service solution has rippled throughout our field operations. By choosing to automate our processes, we enjoy the benefits of real-time data exchange, resulting in split-second decision making and, in turn, world-class customer support...when and where our clients need us most.."

Mike Skipina, Director of Service
Northeast Photocopy

"Using BlackBerry smartphones with the MWAI solution has changed our business by giving us the ability to dispatch service mechanics more efficiently and serve our customers better."

Lynn Lovelady, IT and PMO Director
Energen Corporation

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MWA Intelligence™, Intelligent Device Management™, IntelliDashboard™, Intelligent Managed Print Services™, Data Syndication Server™, DC-P™, DC-G™, DC-N™, DC-M™, DC-PC™, scope™, MeterAudit™, Intelligent Service Management™, and Intelligent Workforce™ are trademarks of MWA Intelligence, Inc. Leaders in Remote Monitoring® and Fleet-Complete® are registered trademarks of MWA Intelligence, Inc.



better service, better business

MWAI's Intelligent Service is an enterprise-class M2M solution for the management of service operations, supply chain and mobile workforce. Providing tools for the automation of business processes within the service organization, Intelligent Service revolutionizes customer service and dispatching operations. By delivering information from the assets and ERP/CRM systems into the hands of customer-facing employees, we enable the mobile workforce to make intelligent business decisions and improve operational efficiency.

Your M2M Partner



for more information, contact:

MWA Intelligence, Inc.
15990 N Greenway Hayden Loop
Suite 400
Scottsdale, AZ 85260
800.875.2371
480.538.5900
sales@mwaintel.com
www.mwaintelligence.com

For details about our asset management solutions, please request the Intelligent Assets brochure

intelligent services

service management tools to increase customer satisfaction

Intelligent Service Management™ (ISM) automates and optimizes processes surrounding service dispatch, help desks, parts replenishment, credit collections and meter billing. Providing access to high-level status information and drill-down capabilities to detailed call, equipment and technician information, Intelligent Service Management gathers business-critical data and places it in the hands of decision makers to focus on what really matters — the customer.



- ▶ **Detailed call listing:** display a detailed view of service calls currently pending for service technicians, including customer, equipment and service history information
- ▶ **Real-time workforce status display:** view technician status updates at-a-glance with a heads up status display updated real-time from the field
- ▶ **Integrated mapping:** geographically display the individuals or teams in the field, including a visual presentation of all service calls and their associated information for better service management
- ▶ **Intelligent routing:** streamline mobile worker activity by automatically sequencing calls based on pre-configured and customizable business priorities, such as distance, customer SLA requirements, call priority, symptom and call type
- ▶ **Credit hold:** decrease bad debt and improve cash flow by intercepting calls about customers with bad credit or known delinquency before service is provided
- ▶ **Call avoidance:** focus employees on your most important cases by filtering calls that can be easily resolved with remote troubleshooting
- ▶ **Back-up worker assignment:** automatically address absences by assigning cases to alternate technicians
- ▶ **ERP integration:** integrates into industry leading ERP/CRM solutions: ECI OMD, ECI La Crosse, Digital Gateway eAutomate, Oracle and SAP
- ▶ **Inventory management:** integrate with ERP systems to exert tighter control over car stock, inventory levels, parts usage, warranty parts return and part availability
- ▶ **Automated billing meter request:** improve timeliness and accuracy of billing with end-to-end meter collection and transmission
- ▶ **Customizable user configuration:** make the system work for your dealership needs with adaptable system configurations
- ▶ **Standalone mode:** collect and store all business transactions without any interruption (if back-office systems are unavailable)
- ▶ **Multi-location support:** maximize technology investment with a single, centralized solution serving multiple branches
- ▶ **Advanced reporting:** up-to-the-minute data delivered in canned reports or data extracts for customized reporting
- ▶ **Dynamic Knowledge Base:** leverage your valuable data and investment in BEI Services reporting to identifying under performing equipment and matching with the best performing technicians
- ▶ **Intelligent Assets integration:** manage deployment of Intelligent Assets solutions and monitor equipment status including real-time alert notifications

call management tools to maximize technician productivity



Intelligent Workforce™ (IWF) provides access to service call detail, customer information, equipment data and critical utilities for your mobile technicians. Technicians are able to view service calls assigned, review current equipment and customer information, update dispatch, arrival and closing details, as well as, access other utilities that facilitate repair of the equipment in the field.

Placing control of service call updates into the hands of your technician's improves response time, reduces data entry and increases accuracy. Technicians are able to do more with less time spent on the phone to dispatch.

- ▶ **Real-time and disconnected data exchange:** support of the exchange of data in real-time when in coverage areas or store-and-forward when no data signal is available
- ▶ **Multiple wireless options:** leverage current technology investment by utilizing existing or new devices, applications or carriers; support for BlackBerry smartphones, Windows Mobile devices, laptop computers and web-enabled cell phones
- ▶ **Interactive Voice Response (IVR):** access business-critical operations from any touch-tone telephone and update work status including closing details
- ▶ **Automated notification:** ensure technician awareness of parts deliveries, new calls, and any other new developments
- ▶ **Call lifecycle:** empower technicians by providing open views of every aspect of a call, from creation to close
- ▶ **Set ETA times:** set estimated arrival times for pending work to keep dispatch informed of scheduled activities
- ▶ **Solution stats and equipment history:** decrease fix times by supplying all information needed to assist decision-making and resolve problems
- ▶ **Field management tools:** extend back-office management capabilities to the field with supervisor reporting
- ▶ **Barcode scanning:** increase speed, accuracy, and integrity of data entry, including arrival times, parts and devices monitored
- ▶ **Electronic signature capture:** capture and store proof of service with your digital call records
- ▶ **Inventory management:** streamline parts usage, ordering and replenishment activities with real-time data entry and updates to back-office systems
- ▶ **Locate technicians:** enable technicians to locate needed assistance in the field
- ▶ **Inventory search and lookup:** reduce reschedule rates by providing technicians with current inventory availability information for warehouses and technician car stocks
- ▶ **Retag equipment:** facilitate the deployment of new asset tags by enabling technicians to update equipment ID numbers
- ▶ **Expense and time management:** capture daily summary information and expenses
- ▶ **Flexible configuration:** configure the IWF to fit with your company's processes and procedures including single and multi-call dispatch models
- ▶ **Intelligent Assets integration:** make critical equipment information, such as alert codes, consumable levels and current meter reads, available to technicians in the field before they travel to customer locations



Intelligent Service Management

Intelligent Workforce

