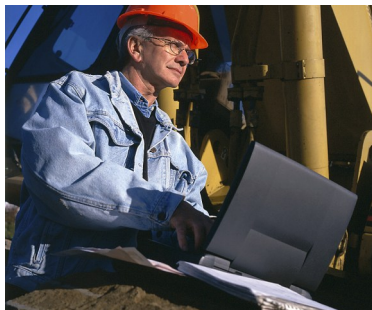
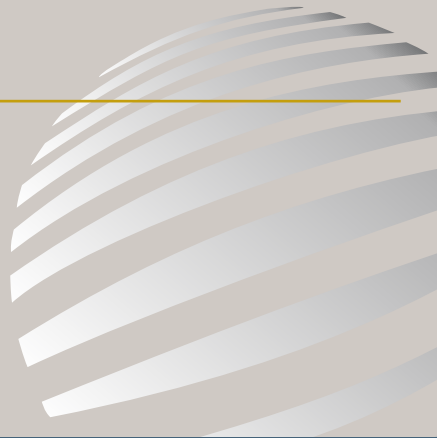


# SM-Plus Mobile™

For the Business of Service



## Maintain Field Service Productivity

SM-Plus Mobile helps companies outfit their technicians with mobile devices, such as handheld 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

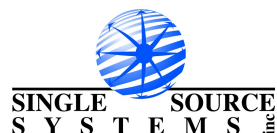
**phone** 317.596.3000

**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.

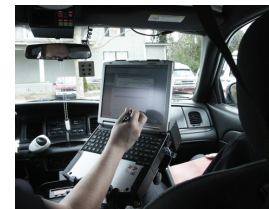
## About Single Source

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.*



**Corporate Headquarters**  
9003 Technology Lane  
Fishers, Indiana 46038

**phone** 317.596.3000  
**fax** 317.596.3001  
solutions@singlesrc.com

**Microsoft**  
GOLD CERTIFIED  
Partner

**www.singlesrc.com**