



RESOURCETRAK

Real-time job scheduling and field force management solutions for service & maintenance oriented companies



Combining enterprise class business systems with leading field force management tools, ResourceTrak provides a robust, flexible and cost effective total solution for service oriented companies.

ServiceTrack : unrivalled field force management

Designed with the flexibility and robustness to meet the most challenging of situations, ServiceTrack is one of the most sophisticated field force management solutions available on the market today.

Providing you with the tools and control required to run a profitable service and maintenance function, ServiceTrack will save you time and money, help achieve 'first time fix' targets and collate and report the necessary KPI information required to meet and exceed customer satisfaction levels.

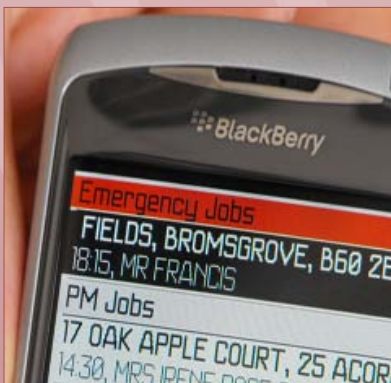
Advanced, real-time functionality will improve communication and work flow with remote field-based staff, return real-time job data irrespective of job location and enable secure sharing and reporting of information with business partners and customers.

"Our expectations of ServiceTrack have been far exceeded. The benefits we have gained from the system are huge. We are now better informed, well organised and above all more efficient."

Beverley Thorp, Business Manager
Thorpete Associates

The right tools for the right job

The comprehensive functionality of both ServiceTrack Web and ServiceTrack Mobile ensures that you will have the right tools to meet the requirements of the most demanding service and maintenance situations. Features include :



- sophisticated work optimisation & job scheduling engine
- management of in-house multi-trade operatives & external contractors
- real-time visual job progress & management board
- automated job dispatch to operatives' mobile device
- full inventory, vehicle, driver & plant/ equipment management
- interactive events calendar to schedule non-productive work time
- SMS text message appointment reminder to customers
- GPS tracking & mapping of operatives
- digital pen & paper for job form completion



Based around standard, affordable and easy to use technologies the system is quick to deploy, easy to maintain and a vital component in driving the efficiencies necessary for survival in today's competitive service and maintenance market place.

Office staff simply use Internet Explorer to administer the system whilst for operatives there is a range of mobile device options - from standard mobile to smartphone, BlackBerry and digital pen & paper.



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The benefits speak for themselves

Using our solutions customers have achieved measurable business benefits and improvements that make a real financial difference including :

- job scheduling & work optimisation resulting in a 20% increase in jobs attended.
- Return on Investment of less than 12 months for a nationwide field force of 50 staff.
- increased operative productivity from an average of 2.7 to 3.7 jobs attended per day.
- capability for same day invoicing following job completion - previously 3 weeks.
- saving the equivalent of 2 operative working says per week for a team of 15 field staff through reduced vehicle administration and paperwork.

"ServiceTrack has been fundamental in helping us achieve our Project Objectives.

From the point of first contact our customers now receive the best possible service and thanks to ServiceTrack everything is transparent and traceable to the completion of each job. We are more efficient and profitable whilst retaining flexibility for our operatives."

Jeanette Matthews, Head of Community Repairs
Bromsgrove District Housing Trust

Integration is key

The key to maximising the benefits of field force management is to ensure that information from remote staff is seamlessly validated, processed and made available for other business processes such as billing and parts ordering. This is achieved through systems integration.

Integration between ServiceTrack and other systems is a specialism of ResourceTrack and has led to our customers achieving enviable results from implementing our field force solutions. ServiceTrack has been integrated with :

- Oracle (Anite Open Housing).
- OpenAccounts (COA Solutions Ltd).
- MS SQL based system (MS Dynamics NAV, Sage Line 500, Orchard Repairs, MIS ActiveH).
- a range of non-SQL databases.
- MultiMap API web based mapping tools for GPS tracking.

Whatever your back office business system we are able to make sure data is exchanged in a robust and secure manner with ServiceTrack so that your business has the right information at the right time to deliver a high quality, efficient and cost saving field force operation.

For more information or to arrange a live demonstration please contact :

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ResourceTrack (UK) Limited is a leading national supplier of field force management solutions to commercial and public sector organisations.

Our solutions generate real financial benefits for our customers through cost savings and efficiency improvements leading to a Return on Investment within 12 months. We specialise in :

- intelligent job scheduling
- mobile working solutions
- digital pen & paper data capture & processing
- fleet management solutions
- real-time reporting and systems integration