

# PRONTO-Xi

Mobile Service



PRONTO-Xi  
ENTERPRISE MANAGEMENT SYSTEM

Mobile Service

Technical Summary

PRONTO-Xi Mobile Service is a user-friendly solution that streamlines workflows and dramatically improves service operation efficiencies.

PRONTO-Xi Mobile Service is specifically designed for the Industry Services sector where a major part of the business is to equip field technicians to be more effective when they are out on site, responding to service or repair calls.

PRONTO Xi Mobile Service allows field service staff to be more efficient and quicker with response time to service calls, while recording accurate data straight onto the mobile device. It gives your staff access to PRONTO-Xi via an interface specifically designed for mobile devices such as Personal Digital Assistants (PDAs), Tablet PCs and Laptops.

Being fully integrated with PRONTO-Xi, Mobile Service offers significant advantages over traditional methods including:

- ◆ Elimination of inefficiencies and errors resulting from double-entry of data
- ◆ Improved communication with field staff
- ◆ Improved customer service through improved access to information in the field
- ◆ Reduced resources required to support staff in the field.

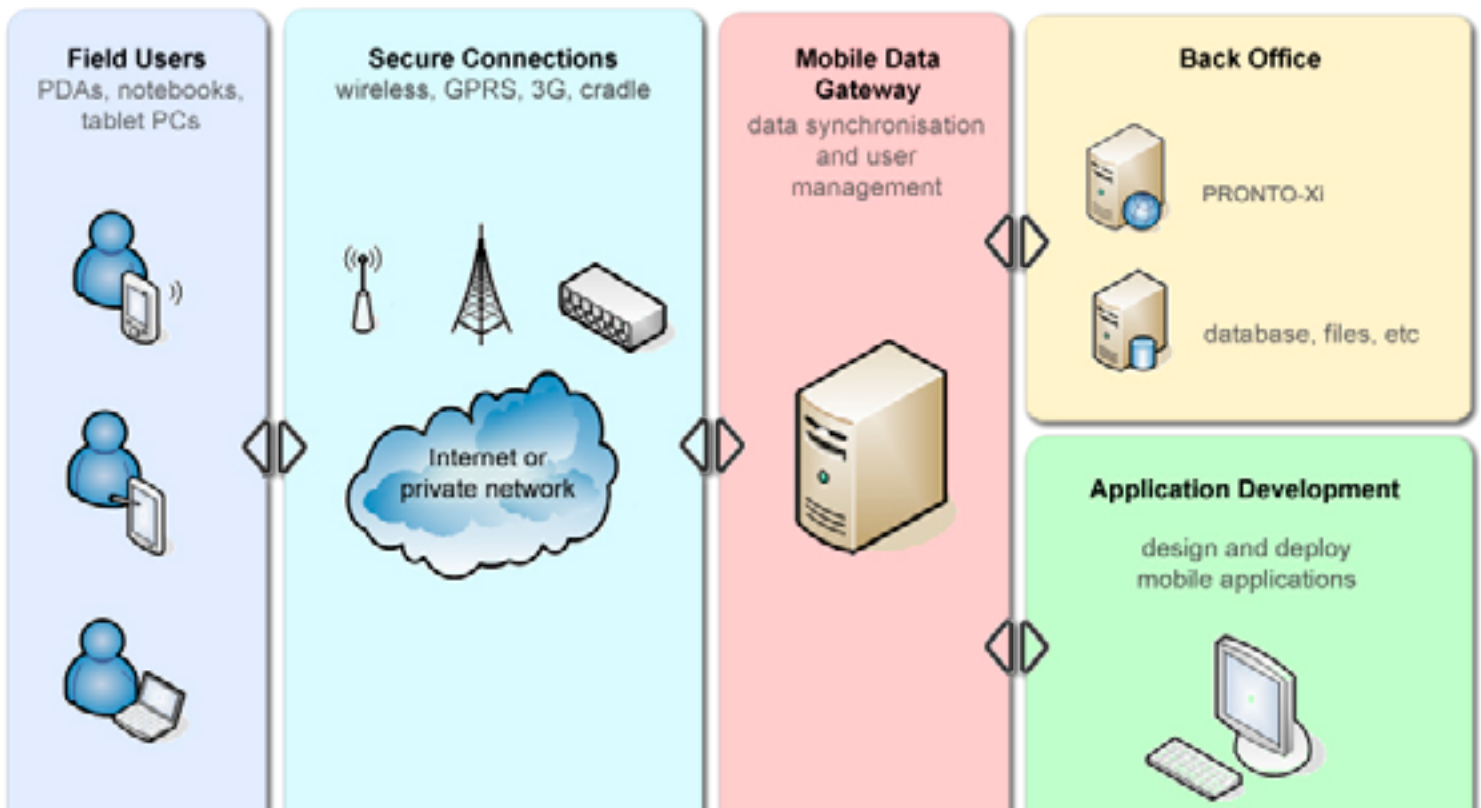
## KEY BENEFITS

- ◆ Fully supported offline operations
- ◆ Improves customer service response times
- ◆ Integrates directly and smoothly into PRONTO-Xi
- ◆ Wide choice of hardware
- ◆ Removes duplication of re-keying service information
- ◆ Increases field service productivity

### Make Your Service Staff More Productive

With PRONTO-Xi Mobile Service, your staff can focus on servicing customers, quickly while keeping them informed and ensuring their needs are met.

Paper based service repair sheets are error prone and time consuming for both field service and office staff. What's more, re-keying data is a duplication of effort. PRONTO-Xi Mobile Service eliminates such manual processes, resulting in faster service times, improved customer satisfaction and increased staff productivity.



## WHY PRONTO-Xi MOBILE SERVICE?

### Application Features

- ◆ Easy usability and implementation
- ◆ Accept or decline pending calls sent from PRONTO-Xi
- ◆ Regular polling of new calls
- ◆ Create new calls from the mobile device
- ◆ View pending, current, declined and finished calls
- ◆ Add new repair notes and view historical repair notes
- ◆ Issue parts from warehouses that can be administered
- ◆ Log travel time and actual labour against accepted calls
- ◆ Capture Customer sign-off of service calls
- ◆ Log 'Specials' and create purchase orders against accepted calls
- ◆ Capture details of new and changed service items at customer site
- ◆ Optional barcode reader for faster order placement

### Offline Operation

- ◆ Fully functional where ever you are
- ◆ Synchronise when it suits you and as often as you like
- ◆ Reduced data transmissions for usage over internet connections

### System Interfaces

- ◆ Simple interfacing to PRONTO-Xi system.
- ◆ No need for user intervention or third-party products to retrieve or forward data
- ◆ Ability to retrieve data from other data sources

**AWARD  
WINNING**

Winner of the Motorola  
Enterprise Mobility 2007  
APAC Partner Ecosystem  
Award with SkyWire  
(Australia) Pty Ltd

### Reduce Your Costs

PRONTO-Xi Mobile Service uses asynchronous communication with the server, allowing service technicians to process transactions anywhere, even when they are not online. Service technicians on the go can:

- ◆ View pending calls
- ◆ Process calls including recording travel and work times
- ◆ Record notes and view past notes on a service call
- ◆ Check and record Occupational Health and Safety (OH&S) conditions
- ◆ Use spare parts carried in the technician's van or purchase spare parts for use on a service call
- ◆ Capture a customer signature confirming call completion.

This seamless and faster information flow greatly enhances service field work by improving the administration process and optimising scheduling and decision-making.

### Benefits of a Mobile Solution

People and information are always on the move and mobile devices are a portable, cost effective way to keep in touch quickly, easily and reliably. They can double as a calendar, phone (with built in communications) and e-mail device.

Today's devices require minimal training and can even have built in barcode scanners, speeding up the input of service data back into PRONTO Xi.

### ...so easy to work with™

PRONTO-Xi Mobile Service is a solution which streamlines your service processing work flow and maximises response time without the lingering paperwork.

PRONTO-Xi Mobile Service is highly flexible, allowing you to choose from a multitude of mobile network capabilities. Calls information can even be taken without a network signal available. It will also work for devices without built in communications, allowing for connection through dial-up modem or local network.

With automatic application deployment, your mobile devices don't need to come back to your IT department for updates. The framework is designed to make customisation of the interface easy and fast; so you can tailor the system to your specific business needs.

# Technical Information

## Mobile device requirements - PDA

### Platforms supported

- Windows Mobile 6
- Windows Mobile 5
- CE.Net Devices
- Pocket PC 2003

### Hardware requirements

- CPU: 206MHz ARM or better
- RAM Memory: 32MB (64MB recommended)
- ROM Memory: 64MB (128MB recommended)

### Screen resolution

- 240 x 268 minimum (240 x 320 recommended)

### Device databases supported

- Microsoft SQL Server CE

## Mobile device requirements - PC

### Platforms supported

- Windows (NT, 2000, 2003, XP, Vista)

### Hardware requirements

- CPU: 2.0GHz or better
- Memory size: 256MB minimum
- Hard Disk size: 25MB available

### Device databases supported

- Microsoft SQL Server (2000 or 2005)
- MSDE
- Microsoft Access (2000 or higher)

## Data transmission

### TCP/IP based networks

- 3G
- GPRS
- WLAN
- PC's network connection (via ActiveSync)

## Mobility server requirements

### Hardware requirements

- CPU: 2.0GHz or better
- Memory size: 1GB (2GB recommended)
- Hard Disk space: 10GB available

### Platforms supported

- Windows (NT, 2000, 2003, XP and Vista)

### Databases supported

- Microsoft SQL Server (2000 and 2005)
- MySQL

### PRONTO-XI interface

- PRONTO-Xi version 650.1 or above
- Pronto Integration Engine (PIE)
- Pronto eXtensible Connector version: 1.0



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