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**Pronto Xi Enterprise Resource Planning (ERP) Software** provides a reliable flow of information between corporate locations and its field service workers. A comprehensive solution designed for the user, Pronto Xi is the choice for Field Service through its simplicity in use, enhanced mobility and scope of service tools aimed at increasing customer satisfaction.

Field Service organizations looking to improve operations should consider Pronto Xi ERP for the following benefits:

### 1. A single fully integrated solution

Fully integrated Pronto Xi modules translate into the seamless management of field service operations. With Pronto Xi's extensive core functionality that is built into the application, there is no need for add-ons or interfaces. Pronto Xi takes care of all requirements in a single solution.

### 2. Connect Field Service Workers to the Back Office

Keeping field workers connected to the back office provides a multitude of benefits to service companies – resource visibility, optimized utilization and call dispatch, replacement parts tracking, quicker service-to-cash turnaround through on-site billing, improved knowledge transfer and so much more. Pronto Xi provides real-time Mobile Service and Sales through web-enabled applications that directly connect to core Pronto Xi ERP software.

### 3. Business Intelligence that goes beyond standard reporting

In addition to providing sophisticated KPI reporting and dashboards (both in the office and on-the-road) through integrated IBM Cognos, Pronto Xi offers smart insight into processes through alert, task and data intelligence. Workers are provided with queues and event information to improve visibility and promote smart, quick decisions and actions.

Want quick access to BI? Pronto Xi includes extensive libraries of out-of-the-box analytics content - reports, dashboards, and cubes.

### 4. Reliable remote connectivity

Pronto Xi's visual 'drag and drop' Service Scheduler dramatically increases the operational efficiency of a service call centre. Real-time resource and call data is available for dispatchers to quickly view unassigned calls and allocate them to the best available resources. Call data includes expected durations and completion dates to maximize utilization and drive revenue. In addition, Pronto Xi Service Scheduler includes advanced sort and filter options, multiple dispatcher capability, integrated directions and location mapping, multilevel resource calendar and full descriptions of selected calls.

**Pronto Solutions Alliance Inc.** (PSA) helps business clients reach and exceed their potential through implementation of Enterprise Resource Planning software. We are the leading North American reseller of award winning Pronto Xi ERP Business Software.





## 5. Improved Customer Satisfaction with Self-Service Tools

Self-service tools that are integrated to Pronto Xi empower clients and reduce pressure on call centre staff. Pronto Xi's seamlessly integrated Service Connect is a secure web-enabled extension to Service Management that allows customers to add service calls – and review existing calls to get critical details like knowing which engineer will be working on an issue and when.

As an added benefit, Service Connect eliminates the need for costly third party solutions that cannot replicate the close integration to Service Management – scheduling, resource management and mobile service that Pronto Xi can.

## 6. Improve First-Time Fix Rate

A healthy First-Time Fix (FTF) rate leads to increased customer satisfaction, decreased costs and increased revenue by increasing the overall number of completed calls per day. Pronto Xi equips service staff with the tools to improve this all-important metric -

- real-time remote technician connectivity to call details, parts inventory and technical reference content;
- smart dispatch of resources - matching skillsets to job requirements;
- technician location tracking;
- predictive and preventative maintenance to proactively alert and prepare for job requirements;
- fully managed inventory to ensure that the right parts are always available;
- expected call durations for appropriate timing of technicians to complete calls within the business day.

## 7. Strict Service Level Agreement Management & Reporting

Pronto Xi offers flexible integrated contract management that can be defined against Service Level Agreement parameters. Contracts are precisely created using templates to consistently

capture standard SLA terms, and are subsequently strictly managed to ensure all related warranties, service and maintenance scheduling, billing and renewals are fulfilled to meet contract objectives. Never miss billing cycles or renewal dates with automated handling to ensure revenue is realized.

## 8. Impress Customers with Proactive Maintenance Planning

Building preventative maintenance schedules into Service Contracts is easy with Pronto Xi. Preventative maintenance calls can be generated in accordance with equipment routine frequency, or in a Run format with a routine hierarchy sequence. Predictive maintenance Q&A offers additional advantages in providing valuable item feedback and predicting trends in items with high failure rates. Pronto Xi acts as the brains behind service operations; escalating customer confidence by making service teams smarter and stronger.

## 9. Select the best equipped resources for the call

Pronto Xi Resource Management provides powerful functions for managers to deploy the best fit resources (personnel, subcontractors or equipment) for work/tasks that need to be performed. Utilizing the graphical resource scheduler, resource availability is transparent allowing for resource planning for upcoming projects, assignment based on skillset or other factors and scenario-based resource options. Resource Management is linked directly to Service and Project modules and can feed directly into Work Breakdown Structures (WBS).

## 10. Quick return-on-investment (ROI)

A rapid deployment and low total cost of ownership (TCO) allow Pronto Xi to deliver a quick ROI without compromising functionality. Comparable to Tier 1 and Tier 2 ERP software products, Pronto Xi is a feature rich solution with functional depth and range that is typically only achieved through large investment. Pronto Xi provides the functionality you need, but at a lower total cost to achieve a timely ROI.

## Comprehensive Field Service Management

Pronto Xi ERP Software's fully-integrated and comprehensive solution provides tools for complete management of your mining company.

CORPORATE		SERVICE OPERATIONS			RENTAL	SALES
Finance	Management	Service Calls	Scheduler	Mobile Service		
<ul style="list-style-type: none"> <li>· General Ledger</li> <li>· A/R</li> <li>· A/P</li> <li>· Fixed Assets</li> <li>· Budgeting</li> <li>· Cashflow</li> <li>· Forecasting</li> <li>· Multi-currency</li> <li>· Multi-company</li> <li>· Consolidations</li> <li>· Employee Portal</li> </ul>	<ul style="list-style-type: none"> <li>· BI with IBM Cognos</li> <li>· Mobile BI</li> <li>· KPI Library</li> <li>· Analytics Cubes</li> </ul>	<ul style="list-style-type: none"> <li>· Flexible entry &amp; timesheet options</li> <li>· Work order produced at call entry</li> <li>· Multiple technicians per call</li> <li>· Multi-level call escalation</li> <li>· General, fault, repair and invoice notes</li> <li>· Linked to purchasing, job costing, GL</li> <li>· Critical call auto-escalation</li> <li>· Service history of equipment by S/N</li> </ul>	<ul style="list-style-type: none"> <li>· Drag &amp; drop engineer scheduling</li> <li>· Real-time scheduling and allocation</li> <li>· Create personalized views</li> <li>· Visibility of unallocated work and white space</li> <li>· Engineer availability</li> </ul>	<ul style="list-style-type: none"> <li>· Create new calls from mobile device</li> <li>· Mobile call management</li> <li>· Regular polling of new calls</li> <li>· Pronto details to Service Connect Mobile</li> <li>· Accept or decline pending calls</li> <li>· Add updated transactions – labour use, part use, images, notes, customer sign-off</li> </ul>	<ul style="list-style-type: none"> <li>· Rental contract management</li> <li>· Rental history</li> <li>· Flexible billing cycles</li> <li>· Auto asset creation</li> <li>· Asset lifecycle management</li> </ul>	<ul style="list-style-type: none"> <li>· Sales order processing</li> <li>· Sales reporting</li> <li>· Point-of-sale</li> <li>· Mobile sales</li> <li>· CRM</li> <li>· e-Commerce</li> </ul>

