

# MOBILITY CONNECTION

## Mobile Computing Corp. Newsletter

### Empowering the Mobile World



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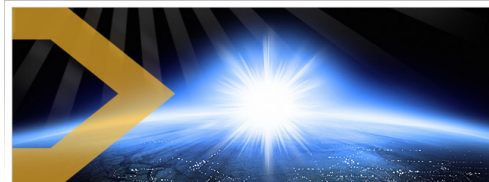


#### Greetings!

Recently, the feedback received has been surrounding how service organizations can easily increase their customer service levels while reducing operating costs. Since this is a topic that is near and dear to most service and operation managers, I will identify one of the ways MCC can help...

#### M-LINX RSO - How can it transform your service operations?

Each service organization has their unique way of planning, scheduling, updating, deploying and re-assigning service orders. Some fully manual, labour intensive exercises which consume mind and soul; others are semi-automated but still require manual intervention to ensure they fit the needs of the business. Even after all the diligent planning, 17% of the service orders will require a repeat visit due to unavailable parts and 8% do not have the appropriate skill set when on site. What do these inefficiencies cost your business?



Let me introduce you to M-LINX Routing and Scheduling Optimization (RSO). This fully configurable module enables dispatchers to plan, coordinate and dispatch service orders efficiently. RSO takes the guesswork and timely planning cycle out of the manual routing and planning exercise. It is replaced by a mathematical algorithm which identifies best driving routes and resources based on workload, capacity, SLA's, workers skill set plus many other business, environmental and economic variables.

The real benefit to the business is achieved through:

- Improved control and visibility
- Consistent scheduling policies
- Consolidated dispatching and reduced scheduling time
- Reduced fuel cost, mileage and overtime
- Improved resource productivity

RSO provides business with accurate reporting capabilities which support demand forecasting, capacity planning and fully configurable dashboards that provide all departments with critical information previously not easily accessible.

Service organizations that integrate an M-LINX RSO solution into their business can realize a 20% savings to their bottom line. Simply, by eliminating 30 minutes of driving per technician per day is a conservative \$3.96 savings. Annual saving per technician is \$1029.60. How many technicians do you have?

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As always, I welcome your feedback and am available to discuss how MCC can help transform your business.

**Sincerely,**

*Mike*

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