

# MOBILITY CONNECTION

## Mobile Computing Corp. Newsletter

### Empowering the Mobile World



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#### Greetings!

The red, slightly worn folder finds its way onto your desk again...it has a small yellow note affixed; on it written - "please review and approve ASAP"!

Here again, another cycle of approving invoices, expenses and monthly cell phone bills...pausing for a moment, thinking back to the meeting where your account executive promised immediate visibility to your business and quick payback by using their "canned" app.

Have you seen similar results? Do you realize a 24-36% increase to your bottom line? Is your customer retention rate in the 98% range?

Want to learn how you can drive similar results? Continue reading...

#### M-LINX Mobile Work Order Management - It was designed with you in mind...to scale with your business.

The M-LINX solution is a modular approach that can be scaled as you require. No need for custom code...our sophisticated e-Form logic allows for the look and feel of custom code with only configuration changes. Begin with the M-LINX Baseline suite and evolve as required...



Picture this: you receive the frantic customer call inquiring when your 'already late' technician will get there, only to realize after putting the customer on hold for 15 minutes to call the technician, it will take another 90 minutes to get on-site. You tell your technician to leave their current customer location and redirect to hopefully retain your irate customer. Returning to the on-hold call you are informed not to show up, a now ex-customer has called your competitor. A very good chance your competitor is using MCC's M-LINX Field Service solution!

A typical M-LINX Mobile Worker would start their day by reviewing their daily workload and then monitor whether or not they are staying on track with their schedule. The most effective driving route information would be presented based on business variables and call types including Service Level

Agreements. Drivers benefit from customer to customer navigation.

Dispatchers have real-time visibility to monitor driver's location, work order status and proximity to ad-hoc emergency calls. The M-LINX driver has visibility on any required parts for a scheduled maintenance call and ability to check against their in-vehicle stock.

If the required parts are not available the call can be re-assigned to an alternate technician within proximity. Any service delays, can be proactively notified to the customer before they are aware.

Once the work order has been completed, the customer signs off electronically and the order is invoiced within seconds...not days.

Outcome...without any impact to the customer, a parts crisis was averted, all calls were fulfilled without multiple site visits and no overtime was required. Don't forget about the invoice sitting in your customers' in-box.

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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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