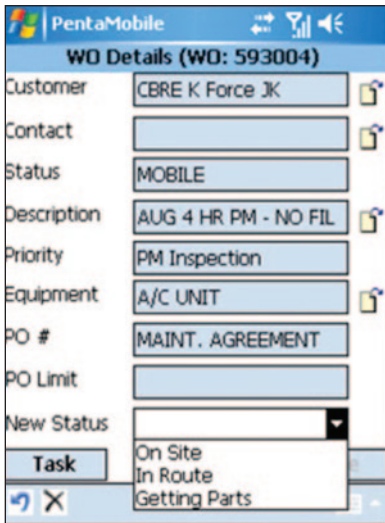


# PENTA MOBILE FIELD SERVICE

Keep Your Service Management Staff and Field Service Techs Seamlessly Connected



*Real-time management visibility of all field activity.*



Field Service Technicians can record and automatically transmit work order and job details from the field to the office, whether in a connected or disconnected work environment. In doing so, Penta Mobile Field Service Software accelerates the service to cash cycle, quickens the payroll cycle, eliminates unnecessary paperwork, redundant data entry and inaccuracies, simplifies work order activity and ultimately leads to more a more profitable service operation.

**Keep Service Management Staff and Field Service Technicians, and the mission critical information they exchange, seamlessly connected throughout the work day.**

Field Service Technicians automatically receive prioritized work order or job task assignments, sent from PENTA by their dispatcher, on their mobile device. The tasks are pre-populated with maintenance contract and warranty visibility, service history and the customer equipment list.

With PENTA Mobile Field Service, the Field Service Technician can keep the dispatcher up to date with real-time status updates, record and automatically transmits hours worked, equipment serviced, products used from inventory (with bar codes) and purchased materials. Technicians can also capture customer equipment condition photographs and customer signature before closing out their work order or job.



## PENTA Mobile Field Service benefits the contractor's entire service team

### For Field Service Technicians:

- Minimize effort of recording:
  - Hours worked / Material Inventory / Equipment Condition
- More accurate payroll checks / direct deposits

### For Dispatchers:

- Real-time visibility of all field service technicians and their status
- Automatic transmission of work order, job and other task assignments
- Improved field technician productivity

### For Payroll and Accounts Payable:

- Reduced data entry effort for field employee payroll
- More time for verification and error correction before payroll is processed

### For Service Managers:

- Real-time management visibility of all field activity
- More accurate and timely management information
- Improved employee satisfaction and morale
- Reduced time and expense associated with correcting errors after the fact.

## Contact Us

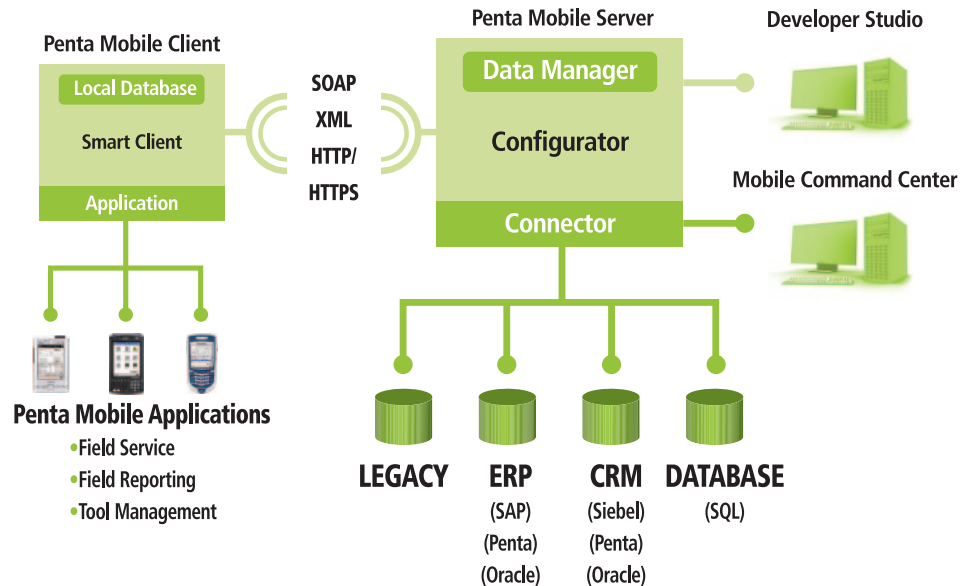
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### Penta Mobile Platform Overview

Penta Mobile provides fast time-to-value with low risk for companies who desire the greatest productivity and efficiency from their distributed workforce. Only the Penta Mobile platform integrates in-house enterprise solutions with leading .Net and Java technology to provide the most advanced software platform available today. Penta delivers the highest sustainable Return on Investment (ROI) and lowest Total Cost of Ownership (TCO) by providing business process-driven solutions that work the way your field works.

### Architecture

Penta Mobile is an innovative standards-based architecture that has been built from the ground up to administer the complexities surrounding mobile solutions. Penta Mobile includes all of the functionality and tools necessary to effectively manage the flow of information to and from the field without buying and integrating additional components. Built using the most popular development environments available today, Penta Mobile's integration, development and administration tools are easy to learn and even easier to use.

The Penta Mobile platform offers easy connection to PENTA enterprise software. When combined with PENTA, Penta Mobile is the most comprehensive and secure mobile solution available today for the distributed construction workforce. Penta Mobile enables the development of intuitive workforce applications that work on virtually any mobile device (Windows Mobile, Palm, RIM/Blackberry, laptop, Tablet PC). Leveraging Penta Mobile, organizations can deliver solutions in record time and more effectively manage the communications, integrity and security of business information in the field.



### **All Mobile Solutions Are Not Created Equal**

At Penta, we have completed a series of research on the applications and platforms currently available on the market today and found that each has shortcomings. Whether it is inadequate business process, old technology, or risky implementation, nothing seems to truly address the unique field we work in.

### **Meeting the Challenge**

Recognizing the challenge, Penta has set out to redefine mobility standards through key findings. The result is Penta mobile, truly the most innovative and responsive software platform available today, built to address management's needs as well as the needs of the distributed workforce. That's why Penta products are built from the ground up to take advantage of industry-standard XML Web services. This innovative technology mix enables rapid, seamless, low-risk integration between Penta applications and existing back-end enterprise systems. The real-world business benefit is that field personnel can finally access critical customer information from the field to effectively execute cross-sell, up-sell, service, and support. New and changed information is easily delivered back to enterprise systems and management as needed. This also enables Penta Mobile to standardize robust business processes, including defined procedures that walk mobile workers through a series of steps for job completion. The intuitive design and simple user-interface of Penta applications also speeds end-user adoption.

### **Modular Applications that Adapt to Change**

Penta Mobile flexibly adapts to ever-changing business needs. The powerful, easy-to-use change management system allows applications to stay up to date without complex programming. Changes can be deployed 'over the air'. The result being, field devices are never required to be called back to the corporate office for manual refresh. It also means that customers can rapidly configure Penta applications to address necessary business changes immediately. Penta applications are built for the lowest Total Cost of Ownership.