



AMP[™] Mobile Business Solutions

AMP[™] MOBILE WORK ORDER

Optimizing the Service Delivery Lifecycle

The greatest asset of any field service organization, and in many cases their largest investment, is their field service staff. But even with highly skilled, efficient personnel, the technology to support them has been limited, and they're usually required to follow a cumbersome process that results in user frustration, data inconsistency, and lost revenue. In today's struggling economy, it's becoming increasingly important for service organizations to empower their mobile workers to meet customer demands. After all, only in the field can you drive the kind of productivity that reduces service costs. That's where Antenna comes in. With a little help from Antenna's powerful mobile solution, service organizations have the opportunity to transform their operations, enabling more visibility, better responsiveness and greater productivity in the field.

AMP[™] MOBILE WORK ORDER AT A GLANCE

From viewing service queues and customer histories to capturing parts information and customer signatures, Antenna's AMP Mobile Work Order is the key to making your service workforce more efficient and improving your bottom line.

AMP Mobile Work Order provides service organizations the ability to empower the field workforce with an intuitive tool that simplifies and streamlines their daily work. It improves field productivity, response times and customer satisfaction, while reducing the cost and complexity of service delivery. Key capabilities of the application include:

- Presents all relevant customer information, including asset details and service history in real time
- Single-click acceptance and rejection of work orders
- Transmits real-time location and status updates back to the service center (en route, ETA, ETC, and work start/finish/pause)
- Records job steps, work details, and notes
- Captures and manages accurate parts data
- Closes out and completes work orders, including work recap and job cost calculations
- Collects customer signatures
- Integrated device functionality, including photos, and more
- Real-time turn by turn directions and traffic conditions from dispatch

“Antenna’s mobility solution has enabled our field service representatives to operate at highly efficient and productive levels. Now they can perform more work with fewer errors, resulting in improved customer responsiveness and lower operating costs.”

– Doug Karlson, VP & GM, Field Services Engineering, ADP Dealer Services



“We have such tremendous ROI on this project. But even more importantly, we are attracting and retaining better technicians with greater expertise, and this translates into better service for Safelite customers.”

– Rod Ghani, AVP Business Development, Technology Applications, Safelite Auto Glass

Service organizations are inherently mobile. That’s why AMP Mobile Work Order was designed from the outside-in, which means it was built specifically for the people who use the application and the way they work in the field. Now you can provide your workforce with on-demand, real time access to scheduling information, service history, inventory management, SLAs and more, all when they need it, all from a mobile device. You’ll see results like improved responsiveness and lower operating costs.

RELEVANT INFORMATION AT THE RIGHT TIME

Work order fulfillment is not an island. Antenna knows how important it is to integrate and leverage intelligence from your existing enterprise systems, including CRM, EAM, FSM, SCM, and ERP. Unlike other mobile solutions, the AMP Mobile Work Order application is more than a series of electronic forms for collecting data. Instead, it intelligently aggregates data from multiple systems to ensure field technicians are optimally prepared – before and during a service call – to get the job done right. Rather than filtering through extraneous information from multiple systems, the application provides only the relevant information that mobile workers need to complete their jobs quickly, accurately, and with the highest level of customer satisfaction.

The following considerations are what set AMP Mobile Work Order apart from more limited, highly specialized mobile field service solutions:

- **Unmatched Usability:** It provides an intuitive interface and workflow designed to work the way your mobile workers do, enabling speed and accuracy in the field.
- **Comprehensive “Starter Kit” Feature Set:** It meets all core functionality requirements of any service organization, enabling out-of-the-box deployments and lower Total Cost of Ownership (TCO).
- **Process and Service-Centric:** It supports field service best practices and enforces business rules and work processes, ensuring consistent service delivery.
- **Industry-Leading Security:** Supports the highest level of mobile security in the industry to keep your data safe and secure.
- **Easily Adaptable:** Adapts to your changing and evolving business needs because it was built on the industry’s most flexible, scalable mobile platform.

KEY BENEFITS

- Provides the service center complete, real-time visibility into field worker activity
- Reduces service costs through better worker accountability and productivity
- Improves data quality, eliminates rework, and enables faster billing
- Enforces business rules and ensures consistent processes
- Delivers better SLA compliance and customer satisfaction
- Reduces fuel costs and windshield time
- Delivers seamless integration with leading CRM and ERP systems
- Built on the most flexible, secure mobile platform

