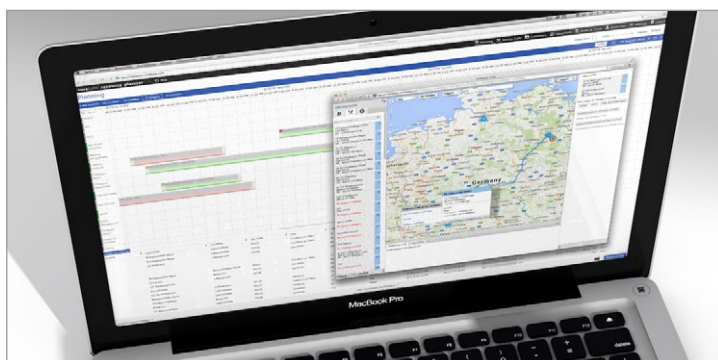


Coresuite Field Service Solution

The cloud-based mobile field service solution lets you transform your aftermarket service process into a fully integrated digital workflow. Realize significant productivity improvements throughout your service process and deliver outstanding field service with coresystems' end-to-end solution.

coresuite resource planner – manage service orders and field service staff

Service orders raised via coresuite companion, phone, web interface, or email are managed in the service center. Scheduled installations and maintenance tasks can be handled in the same intuitive web interface where you can effortlessly assign service orders to your field service team.

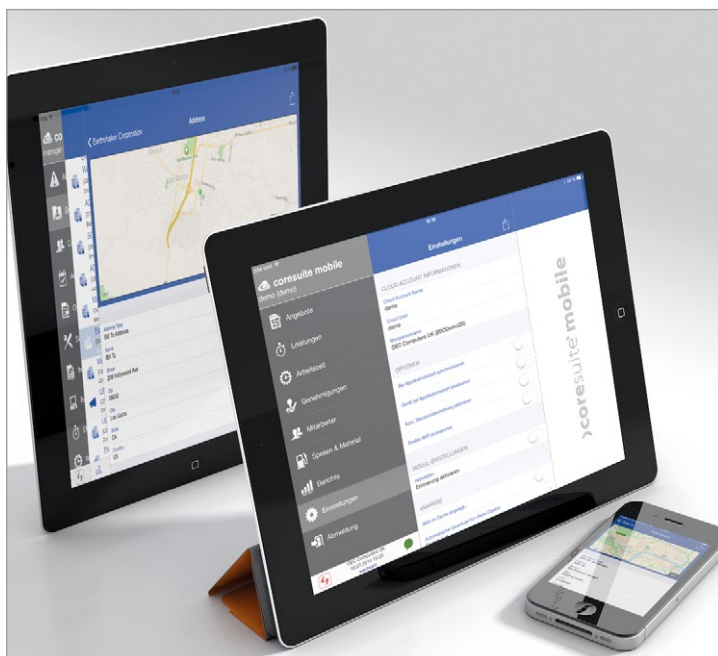


FEATURES:

- **Planning and dispatching:** plan ad hoc and scheduled service assignments, group your field service staff based on scenarios, see their current location on the map, check their availability, assign service orders, and plan their routes.
- **Comprehensive information:** view client details, installed equipment, items on stock, resources, and the service history per equipment.
- **Publish and interact:** synchronise your planned service assignments with your field service staff and receive status updates while work is in progress.

coresuite mobile service application – efficiently deliver outstanding field service

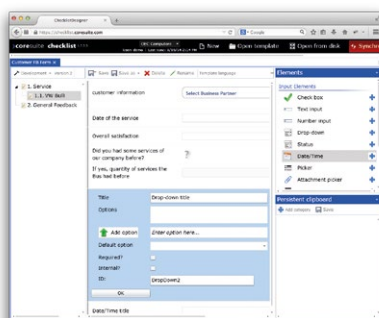
With coresuite mobile the service technicians have all relevant information such as service orders, client details, and installed equipment at their fingertips – on and off line. Every activity or task can be guided and documented with dynamic checklists. Capturing time and materials on the go becomes easy. Finalising a service assignment is simple and efficient with a streamlined checkout process and automated service reports. With the push of a button, service technicians synchronise all information to the enterprise backend systems. Moreover, the integrated sales features turn your field service staff into a trusted sales force that generates new business.



FEATURES:

- **Work anywhere – online and off line:** Simply synchronise before you go on the field and work independently from mobile network coverage
- **Service orders:** see all your scheduled service orders. Claim work hours, expenses, mileage, and material
- **Map:** find your clients and get the direct route to the next assignment
- **Master data:** view client details, installed equipment, service history, inventory, and prices
- **Reporting:** use extensive and individual reports
- **Inventory management:** use spare parts and materials while keeping inventories and car stock up-to-date
- **Barcode scanning:** work with barcode managed inventory
- **Sales:** create sales quotations and orders on the spot
- **Workflow:** simply check-in and check-out on site
- **Quality:** customers rate your service directly and can digitally sign the work reports
- **Checklists:** work with checklists to profit from experience and ensure standardised processes. Document your work, add attachments, take and annotate pictures
- **Sign-off:** field technician signs filled-in checklists to confirm completion
- **Teamwork:** collaborate as a service team, coordinate your activities, and manage handovers with elaborated checklists
- **Multiplatform:** the mobile service application runs on iOS, Android and HTML5

The coresuite checklist designer allows you to define checklists and easily deploy them to the field service employees. This empowers you to drive the standardisation of processes and procedures across the whole organisation. It is a straightforward way for you to provide guidance, work instructions, compliance and quality.



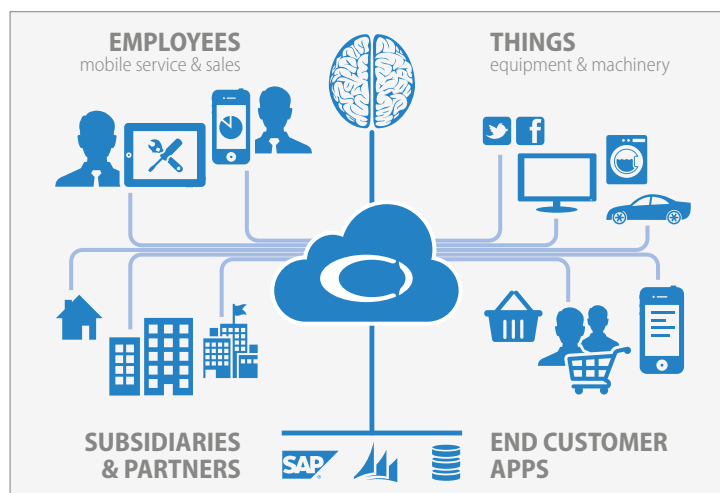
Engage your customers: give your clients your branded app and let them initiate service calls in a more efficient way. Your customers simply scan a QR code on their equipment or use any other unique identifier (RFID, NFC, BLE, iBeacon, etc.) to get in contact with you. Service calls originating from coesuite companion can provide contextual information such as equipment ID, geo location, customer details, and service history allowing you to streamline your process.



- **Create/edit:** create and edit checklists with simple drag & drop features
- **Import/export:** import and export functions for your checklists
- **Translation:** translate checklists into many languages
- **Publish:** publish checklists to field service staff

- **Equipment information:** let your customers access product information (e.g. manuals)
- **Engage & involve:** provide your customers with simple tools to diagnose issues
- **Direct contact:** customers can directly contact the hotline and open service calls
- **Map:** provide customers with geo routing to find the nearest shop
- **Connect:** link customers to equipment and provide value added services
- **Streamline your service calls:** use contextual information such as equipment ID and geo location to speed up your service process

The cloud-based architecture of our solution lets you achieve an extremely fast rollout and time-to-market. The seamless and open integration allows you to leverage your existing enterprise systems. Our Cloud API and standard ERP connectors give you all the speed, flexibility, and reliability you need.



- **Connectors:** integrate your enterprise systems via standard Cloud Connectors for SAP ECC, SAP B1 and Microsoft Dynamics
- **Cloud API:** integrate with your enterprise landscape, CRM and ERP systems from Salesforce, Oracle, Infor, or IFS via our open Cloud API
- **Development:** develop your own tools and applications on top of our platform
- **Reporting:** create comprehensive reports with our Cloud Reporting features
- **User privileges:** simply assign access rights to your users and orchestrate the service process
- **Mobile devices & backend synchronization:** our cloud acts as communication hub that ensures smart synchronization to and from mobile devices and your enterprise backend systems
- **Security:** all data is encrypted during transmission and while being stored
- **Reliability and data storage:** your data is stored in your existing CRM and ERP systems – where it belongs
- **Enterprise-ready:** our cloud is a productive environment and runtime platform ready for your enterprise