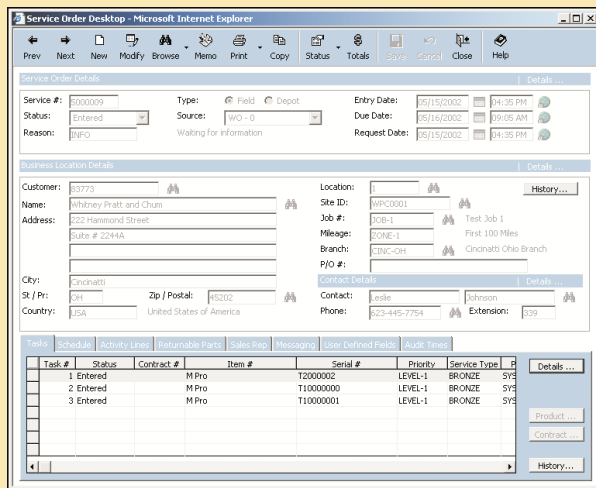




The Nexterna™ Clearview Service Order module centralizes control of all service planning, scheduling, dispatch, and billing. Resources can be assigned to nearly any type of activity: installs, moves/adds/changes, preventative maintenance, emergency service, and depot repair. Armed with the accurate, up-to-the-minute information this module provides, organizations can make sound decisions about their service activities.

Overview

The Nexterna Clearview Service Orders module offer advanced functionality in four key areas: customer data management, service history, technician activity, and service billing.



Nexterna Clearview Service Order Desktop

Customer Data Management

The customer data management feature makes it possible for front-line customer service representatives to provide a higher level of service. With pertinent information at their fingertips, service representatives are able to understand and resolve customer issues more quickly. Organizations can maintain accurate and complete customer records without increasing administrative time.

- Track product being serviced at each customer location
- Retrieve service entitlement, coverage, response time, and warranty information for each level of service offerings
- Access service location addresses, directions, and contacts
- Flag customers for credit warnings, etc.
- Enter, view and copy all informational memos

Service History

The service history feature makes it possible for service technicians to be aware of the customer's and product's service history prior to arriving onsite. This data can be used to speed problem identification and put technicians onsite with the right parts – the first time. It also ensures the right level of service is being delivered.

- Troubleshoot problems and answer customer questions
- Determine likely parts requirements prior to onsite visits
- Monitor reverse logistics activities
- Verify different service coverage levels for each entitlement of the product

Technician Activity

The technician activity feature delivers complete service staff dispatching and management capabilities. It captures key details about the technicians' daily activities – from call response times to billable and non-billable expenses. It also gives on-the-go service technicians the ability to communicate with customers and other employees at any time, using our messaging component.

Parts usage can be recorded at the time of usage to ensure inventory accuracy. Parts ordering occurs automatically based on the technician's stock availability. Demand for parts are automatically placed in the back order management for fulfillment. Activities are recorded as they occur on the service order and costs are captured for work in progress analysis.

- Automatically time stamp calls and track response times
- Add specialized problem, cause, and repair codes
- Calculate labor and travel expenses
- Effectively manage the use of parts and consumables
- Track work-in-progress by service order and location
- Communicate via messaging services

Service Billing

The service billing feature allows for the generation of invoices for completed service orders. This process can be triggered to automatically execute upon closing of the service order. This process will decrease the service-to-invoice time, improving your cash flow and decrease billing disputes. Service billing also allows for the generation of location level invoices and will capture all of the revenue and costs associated with the service order. At any given time, users can access current and anticipated accounts receivable data to monitor cash flow. Invoices can be easily exported using our XML interface tool, Nexterna Clearview Link.

- Immediately bill for completed work
- Generate invoices at the location level
- Easily export financial data

Benefits

The Nexterna Clearview Service Order module delivers a rich set of features for maintaining customer data, understanding item service details, managing technicians, and handling service billing. It gives companies the ability to monitor performance and fine-tune their service activities to achieve higher profitability.

Sts	Customer	Name	Service #	Item #	Serviceable Item
AS	NEXTERNA	Nexterna, Inc.	1000003	SERVICEABLE_ITEM	Serviceable Item
AS	NEXTERNA	Nexterna, Inc.	1000004	SERVICEABLE_ITEM	Serviceable Item
AS	123909090	AAA Medical Centers	1000006	SERVICEABLE_ITEM	Serviceable Item
AS	632063226	DAVID ARMSTRONG	1000009	44020-12	1/4 TURN LATCH
AS	632063226	DAVID ARMSTRONG	1000010	44020-12	1/4 TURN LATCH
EN	123456789	Fergus Falls Services	1000005	SERVICEABLE_ITEM	Serviceable Item
EN	123919191	Fear Lake Dental Office	1000007	SERVICEABLE_ITEM	Serviceable Item
EN	123929292	Chisholm ATM Service & Supply	1000008	SERVICEABLE_ITEM	Serviceable Item

About Nexterna

Nexterna, Inc. provides wireless mobile resource management solutions that help Field Service organizations increase productivity, lower operating costs, and improve customer satisfaction.

About Nexterna Clearview

Nexterna Clearview is a complete field service management application that is seamlessly integrated with GPS tracking and mobile communication systems. The Nexterna Clearview system is fully web-based, wirelessly enabled, and includes integrated mapping. It allows field service technicians to work together in real-time with the central office.

The Nexterna Clearview web-based application includes in-depth modules for service order management, sales order management, call avoidance, optimized dispatch with integrated mapping, contracts and preventative maintenance, product/asset tracking, and logistics and reverse logistics.

The Nexterna Clearview application can be deployed as part of a complete real-time service management system that includes the following optional modules: integrated mobile service management software, field web access, customer web access, data import/export, wireless data connectivity, and real-time vehicle location using GPS technology.

Learn more at www.nexterna.com/clearview