



The Nexterna™ Clearview Mobile Device integrates field activity with the central office.

The Nexterna Clearview mobile application lets technicians access their service schedules online at any time or work offline on their assigned service orders. Seamless synchronization can occur via a dial-up connection or by using wireless communications.

Mobile Device provides instant access to information from wherever service technicians happen to be. Data sharing with the dispatch center allows companies to deliver better, faster service, as well as special benefits like real-time service call completion and invoicing.

Nexterna Clearview - Task Details <Customer's Name Here> - Task #: 1

Vendor: Vendor Name here - 40 characters	Time In: 08:00 AM
Item #: Serviceable Item #	Time Out: 08:30 AM
Desc: Serviceable Item Description - 4	Problem:
Serial #: Serviceable Serial #	Cause:
Status: Reschedule <input type="checkbox"/> Reschedule?	Repair:

Menu Back Coverage Activity **Memo** OK Cancel

Nexterna Clearview - Task Coverage Details <Customer's Name Here> - Task #: 1

Service Type:	Service Type Description
Contract: <input type="checkbox"/>	From: 01/01/2002 to 12/31/2002
Seller: <input type="checkbox"/>	Service Type: SWARR-PCD
Vendor: <input type="checkbox"/>	Service Type: VWARR-PCD
Manufacturer: <input type="checkbox"/>	Service Type: MWARR-PCD

OK Cancel

Nexterna Clearview Task Details

Overview

With Mobile Device, technicians can download their job schedules and associated work order details at the beginning of the day. This provides each technician with all the relevant information – like customer information, product details, service entitlement, and parts availability – that they need to complete a service order. The Wireless PDA option allows for continuous, realtime status updates throughout the day. Mobile Device provides advanced functionality in three key areas: data capture & exchange, service call completion, and invoicing.

Data Capture & Exchange

The data capture and exchange feature makes it easy for office staff and field resources to coordinate efforts in real-time. Service technicians can immediately enter travel and labor times, cause/repair codes, parts used, consumables, memos, and more. They can even capture an electronic signature from a customer upon service completion.

A handheld Microsoft Mobile 5.0 device allows users to wirelessly transmit service order details at anytime. And since Nexterna can provide the airtime required to make this solution work, service organizations do not have to coordinate with third-party providers.

- Complete service orders in the field
- Integrate field service and central office activity
- Instantly capture electronic signatures

Service Call Completion

By giving technicians instant access to critical service details, service efficiency can be dramatically improved. The trunk stock of each technician can be viewed and allocated locally using the wireless PDA. By knowing what is available at all times, technicians can better prepare for service calls and eliminate return trips.

- Efficiently manage technician trunk stock
- Better prepare for service calls
- Eliminate return trips



Invoicing

The invoicing feature ultimately allows companies to bill for the service order as soon as a job is finished. By entering information at the time of service, companies can dramatically improve their billing accuracy – and collect revenue sooner. Using their wireless PDA, technicians have the ability to generate invoices immediately for each job, or send them all at the end of the day.

- Generate invoices the same day of service
- Accurately bill for time and parts
- Enable technicians to invoice from the field

Benefits

With the Nexterna Clearview Mobile Device, service technicians can more efficiently handle every aspect of their job. Consider the following benefits:

- Saves both technician and clerk time, and vehicle usage expenses, using data synchronization
- Automates simple, yet time consuming tasks like parts re-ordering by integrating work order and inventory information
- Makes troubleshooting easier by providing access to service call history and warranty information
- Helps avoid billing disputes since customers can be informed of out-of-pocket charges in advance
- Eliminates errors by keeping the work order in an electronic format from start to finish
- Enables faster invoicing by closing service orders as soon as the call is complete

Hardware

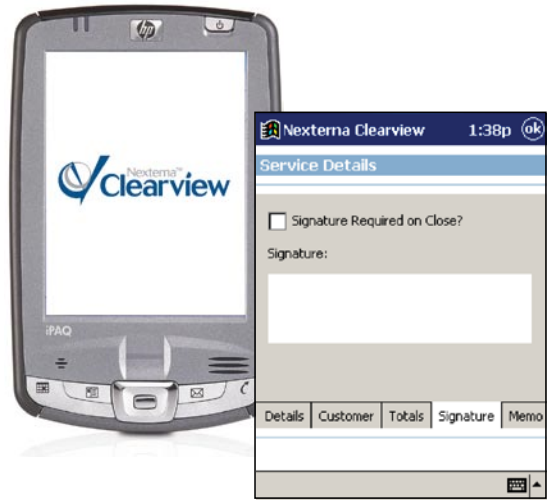
Nexterna provides the flexibility to select from many off-the-shelf handheld computers or PDAs. Nexterna Clearview Mobile works with the Microsoft® Windows® Mobile operating system.

Minimum Requirements:

- Microsoft® Windows Mobile® 5.0
- QVGA Touch Screen
- Connectivity options depend on Customer requirements and wireless carrier
- RAM 64MB
- MiniSD™ (optional but recommended)
- QWERTY Keyboard (optional but recommended)

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Nexterna Clearview Signature Capture

About Nexterna

Nexterna Limited 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