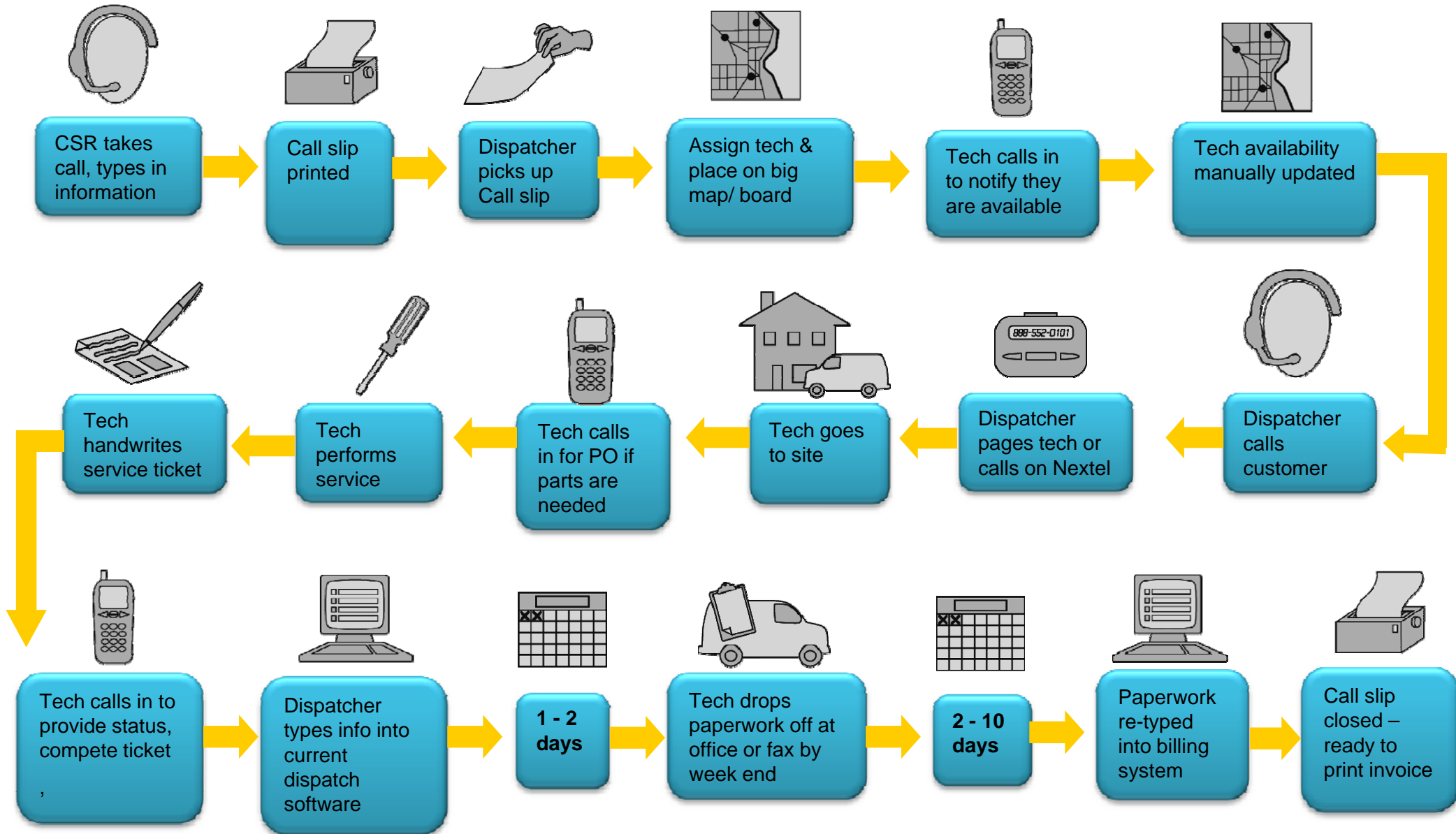


Time from start to finish :
2 days to 2 weeks

Manual service call process

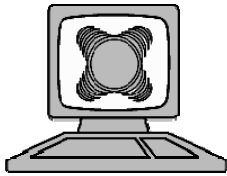


Time from start to finish: Near real time

Operasoft service call process



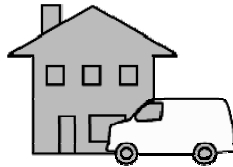
CSR takes call, types in information



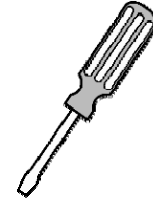
Dispatcher assigns tech in FX Service Center



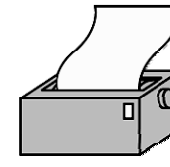
Tech receives work order wirelessly on mobile device



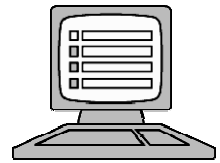
Tech goes to site



Tech performs service



Tech prints professional service ticket or generates email ticket request



Call slip closed; sent wirelessly to the office – ready to invoice

Business Benefit Expectations

Increase Contract Profitability

Increase Contract Renewal

Improve Billing Accuracies

Maintain Competitive Advantage

Up Sell & Cross Sell

Improve Top Line Revenue

Reduce Bottom Line Costs

Sustained profit comes from driving both the top and bottom lines...

Improve Cash Flow

Increase # Service Calls Per Week

Improve Central Office Efficiencies

Improve Parts Management

Reduce Operating & Capital Costs