



Improve the efficiency of field service operations with the MC35



Field service operations represent a critical link to customers — often the only group to interact with customers face-to-face after the sale. An efficient field service function armed with all the right data can strengthen customer relationships and improve competitive position. Keeping field service technicians connected to dispatch not only enables a rapid response to customer needs, but also provides visibility to send the closest technician to the next job to help fight rising fuel and labor costs. With the MC35, enterprises can transform field service operations in a wide variety of industries into a strategic business unit that is a heavy contributor to overall profitability and customer loyalty — not just a cost center.

Cost effective voice and data connection for field service teams

Organizations require increased visibility and efficiency across the various functions of field service — from dispatch and scheduling to billing and reporting. Combining mobile voice and data communications, image capture, bar code scanning and GPS functionality, the MC35 enables field service personnel to send and receive information in real time from the field to the office, providing visibility into service level agreements (SLAs) and prior repair history records as well as the ability to capture costs and invoice right on-the-spot. You are assured that your customers receive the right level of service and all appropriate costs are captured, while instant invoicing reduces your cash-to-cash cycle. And comprehensive voice functionality, including push-to-talk, allows dispatch to reach the right technician at the right time. With this compact all-in-one integrated voice and data device, your field service technicians have all the tools they need to increase productivity and revenues, reduce operating costs — and make informed and effective decisions at the point of service.

Improve patient home care with real-time access

When the MC35 is coupled with leading clinical IT and point of care applications, home care nurses and mobile physicians can improve productivity, documentation accuracy, and quality of care. Nurses benefit from convenient, real-time access to patient medical records, drug histories, and clinical data. And patient information is captured, recorded, and documented in real time — enabling nurses to devote more time to patient care rather than paperwork.

Key Benefits:

- Increases efficiency and productivity of field service personnel
- Improves overall service levels, customer satisfaction — and customer retention
- Increases visibility into job status and employee location for better workflow management
- Optimizes field personnel utilization and reduces travel costs with real-time dispatch
- Protects profitability by ensuring Service Level Agreement (SLA) compliance and accurate capture of all charges
- Improves cash flow with faster billing cycles

Benefits summary:

- Update medical records right from point of care
- Automate workflows to increase productivity
- Real-time access to daily schedules, complete with turn-by-turn driving directions
- Electronic capture of patient's signature when verification is needed
- Reduce costly paper-based errors
- Eliminate medication administration errors
- Access patient information and medical resources for valuable decision support in the field
- Reduce billing lags with instant reporting

Improved efficiency for service providers

The MC35 not only gives service providers the advantage of automating critical functions like reporting and dispatch, but also provides a real-time communication link between the field and back office. With the MC35's integrated GPS, dispatchers can see the location of technicians for real-time, dynamic routing that increases technician efficiency and reduces travel costs. Field personnel receive work orders wirelessly — complete with customer specific information and turn-by-turn directions. With real-time access to a wealth of resources and comprehensive customer repair history, field technicians can be more responsive onsite, minimizing costly repeat visits. Integration with back office systems streamlines administrative overhead — enabling technicians to close out work orders and send them to the office, before leaving the customer's location.

Benefits summary:

- Access customer-specific information onsite for more effective troubleshooting on the first visit
- Decrease billing cycles with ability to bill onsite for all labor, materials, and parts
- Improve technician utilization and lower travel costs with real-time, dynamic routing
- Eliminate inefficiencies and errors associated with paper forms
- Increase revenue with onsite access to warranty information and other available products and services to capitalize on up-sell and cross-sell opportunities

Manufacturing service

With WWAN connectivity and support for advanced service management applications, the MC35

enables field service organizations to eliminate the paper-based trouble ticket process — along with the associated information delays, duplication of effort, and data errors. Service personnel receive new work orders and updates through the MC35, with detailed information on job history and parts details. Technicians can seamlessly keep track of parts used during the job, even check inventory and order needed parts right from the customer's location for increased productivity and resolution time. And by submitting a report or status update onsite, the MC35 gives organizations instant visibility into job and technician status for better workflow management.

Benefits summary:

- Access customer-specific information onsite for more effective troubleshooting on the first visit
- Deliver valuable insight into field service team performance metrics, including break history, product performance, and service response times
- Faster repair times due to the ability to check inventory and order parts onsite — the right tools are on hand at the right time to enable completion of the job on the first call
- Eliminate inefficiency and errors associated with paper-based trouble tickets
- Improve communication between field technicians and back office personnel

Outstanding value with a lower total cost of ownership (TCO)

With the MC35, your field service employees have the tools they need to increase productivity, responsiveness, and customer satisfaction. In addition, the MC35 offers enterprise durability and ease of management to ensure a low cost of ownership. Designed to withstand all day use, the MC35 offers a product life that well exceeds that of traditional consumer PDAs or smartphones. And Motorola's Mobility Services Platform (MSP) significantly reduces the time and costs associated with mobile device management, enabling IT staff to easily and remotely provision, track, and support all MC35 devices, wherever they might be.

For more information on how your field service operations can benefit from the MC35, please visit us on the Web at motorola.com/mc35 or contact us at +1.800.722.6234 or +1.631.738.2400.



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APPLICATION BRIEF: Field Service