



ExpeData Digital Writing and BlackBerry Solutions For Field Service



IMPROVE WORKFORCE MANAGEMENT WITH MORE ACCURATE AND VIRTUAL REAL-TIME ACCESS TO INFORMATION.

In today's field service environment, field personnel require on-demand access to a variety of information, regardless of their location. From transaction data such as service order details or warranty information to asset data such as inventory levels, field personnel need to send and receive communications and respond quickly in a reliable, secure and convenient way. Additionally, they need a simple way to capture data and signatures.

BlackBerry® provides wireless access to information which helps increase daily work orders completed per technician, increase productivity at customer sites, reduce travel time per work order, reduce mean time to repair (MTTR) and streamline the overall process.

The power of BlackBerry functionality is further extended when used in conjunction with digital writing.



SOLUTION OVERVIEW

The ExpeData® digital writing solution allows a user to write on a piece of paper using a digital pen and capture electronically whatever is written, including signatures. Data from the pen is sent via a Bluetooth®-enabled BlackBerry device and downloaded to our server where the handwriting is interpreted into text. A data file with a corresponding image is available within seconds for viewing, editing and download. Digital writing is a convenient, natural way to collect information with minimal change management or user-adoption issues.





INTEROPERABILITY STREAMLINES WORKFLOW AND IMPROVES EFFICIENCY

Field personnel armed with digital pens and paper and BlackBerry devices get the convenience and ease of capturing information on paper, routing it wirelessly in virtual real-time using BlackBerry device and receive confirmation of the transmission, alerts and other two-way communication.

Work orders, inventory updates and other related documents no longer have to be dropped off, faxed, scanned or re-keyed, which frees up more time for additional service calls.

IMPROVES ACCURACY AND RELIABILITY – ESTABLISHES ACCOUNTABILITY AND CONTROL

This robust data capture solution minimizes errors associated with manual processing, thus improving data accuracy and reliability. Handwritten information is converted to text, verified and can be uploaded into downstream systems such as inventory, CRM, workforce management, scheduling and others.

Digital writing, coupled with a BlackBerry device, provides a new level of accountability and control.

- Duplicate, original image of the handwritten document and signature is generated electronically, eliminating the need for long-term storage of paper documents.
- Encrypted data throughout the transmission process protects valuable information.
- Date- and time-stamp availability for all entries on the form and transactions on the BlackBerry device, providing a clear audit trail to help with regulatory compliance.
- Paper original available as a backup for disaster recovery or technology failures.
- A simple and effective signature capture option.



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