



Blackbay 
Empowering Mobile Workers

Service Connect 

The logo for Blackbay, featuring the word "Blackbay" in a bold, blue, sans-serif font.

Empowering Mobile Workers



mobile solutions...

...in field service management

key benefits

Real-time job dispatch and updates

Assign jobs based on skill, availability, parts and proximity

SLA times – onsite (ONS) and return to operation (RTO)

Manage inventory including parts, tools and equipment

Real-time customer reporting

Jobs can be pended or carded

Odometer recording at logon, logoff and fuel purchases

Multiple language support

Photo capture and transmission on WM 5.0 devices

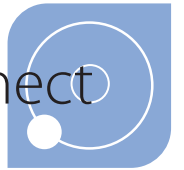
With advances in mobile technology and increasing customer demands, service organisations are being challenged to deliver real-time data for their mobile workforce. Regardless of whether your mobile workers spend their time in preventative maintenance, unscheduled repairs or site audit it has become a necessity for service organisations to manage its field workers, inventory and vehicles in real-time. Blackbay specialises in delivering real-time mobile solutions that enable field workers to meet these increasing demands. We have extensive experience in delivery of successful field force management solutions; our Service Connect solution enables businesses to provide certainty to their customers through improved efficiency and customer response times, elimination of paperwork, real-time information and increased visibility of resources.

Blackbay's Service Connect solution is specifically designed for field service management and provides service managers with real-time information on job events including key Service Level Agreements such as onsite arrival, job completion and return to operation enabling your organisation to efficiently and effectively manage your field workers and information flow.

Blackbay's existing customers including Chubb, Tyco, Dyson and Erimus Housing have seen significant benefits using Blackbay's Service Connect solution and have achieved proven return on investment within months.



Service Connect



service connect solution

Service Connect's features are designed to deliver maximum benefit to your organisation – both the business and the field staff. Key features include:

Job Dispatch: Using either the Service Connect dispatch system or your enterprise systems, you are able to send jobs to the field and monitor acceptance or rejection in real time.

XML Configuration: Service Connect's features, each with inherent functionality, are configured through the generation of an XML file that determines the order and behaviour of configurable functions. This enables us to easily change the personality of the application.

Asset Management: The Service Connect solution enables accurate and real-time tracking of recording of parts. Stock management functions include tracking stock to each job, tracking transfer of stock and receipting stock back onto the vehicle.

Action and Event Tracking: Delivering to a service level is now a vital part of almost every contract. Service Connect allows you to track what actions your field staff have carried out, when they were done and the time taken to complete including key SLA's such as onsite arrival and job completion.

Distance and Fuel Tracking: Both fuel and distance travelled is tracked at log on/log off and when fuel is added during a shift. This enables more accurate monitoring of efficiencies and costs.

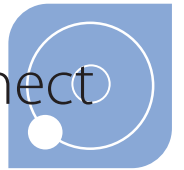
New Quotes and Jobs: New jobs can be created and recorded in the field.

Text Messaging: Text messaging capability enables quick and cost effective communication between mobile users and the operations centre.





Service Connect



infrastructure

Our Service Connect solutions operate on the proven iConnect middleware and integration platform that interfaces into your existing management systems and data stores, allowing you to fully leverage your existing investments. Utilising the iConnect platform, Blackbay combines the power of your enterprise systems with the freedom of wireless communications to deliver:

- Seamless connectivity between field engineers and office staff through fully integrated mobile capacity
- Manage by exception capability
- Real time workforce job dispatch and status reporting
- Full visibility of assets, materials and resources
- Monitoring of customer SLA's and customer entitlement

job management

Blackbay have delivered web-based dispatch and management systems that are currently being used to manage over 500,000 jobs per day in both the service and logistics markets. Users can load information on customers, products and field staff into the system. The user is then able to create and dispatch jobs to the field and monitor the following states:

- Job accepted or rejected
- Onsite at the job and a signature to confirm
- Time and activities performed on site
- Equipment delivered and collected
- Job sign off and reporting

The system gives instant visibility on the status of jobs and field staff during the working day. This ensures work is dispatched more effectively based on location, workload, available parts and skill.

