



## PRODUCT DEMO

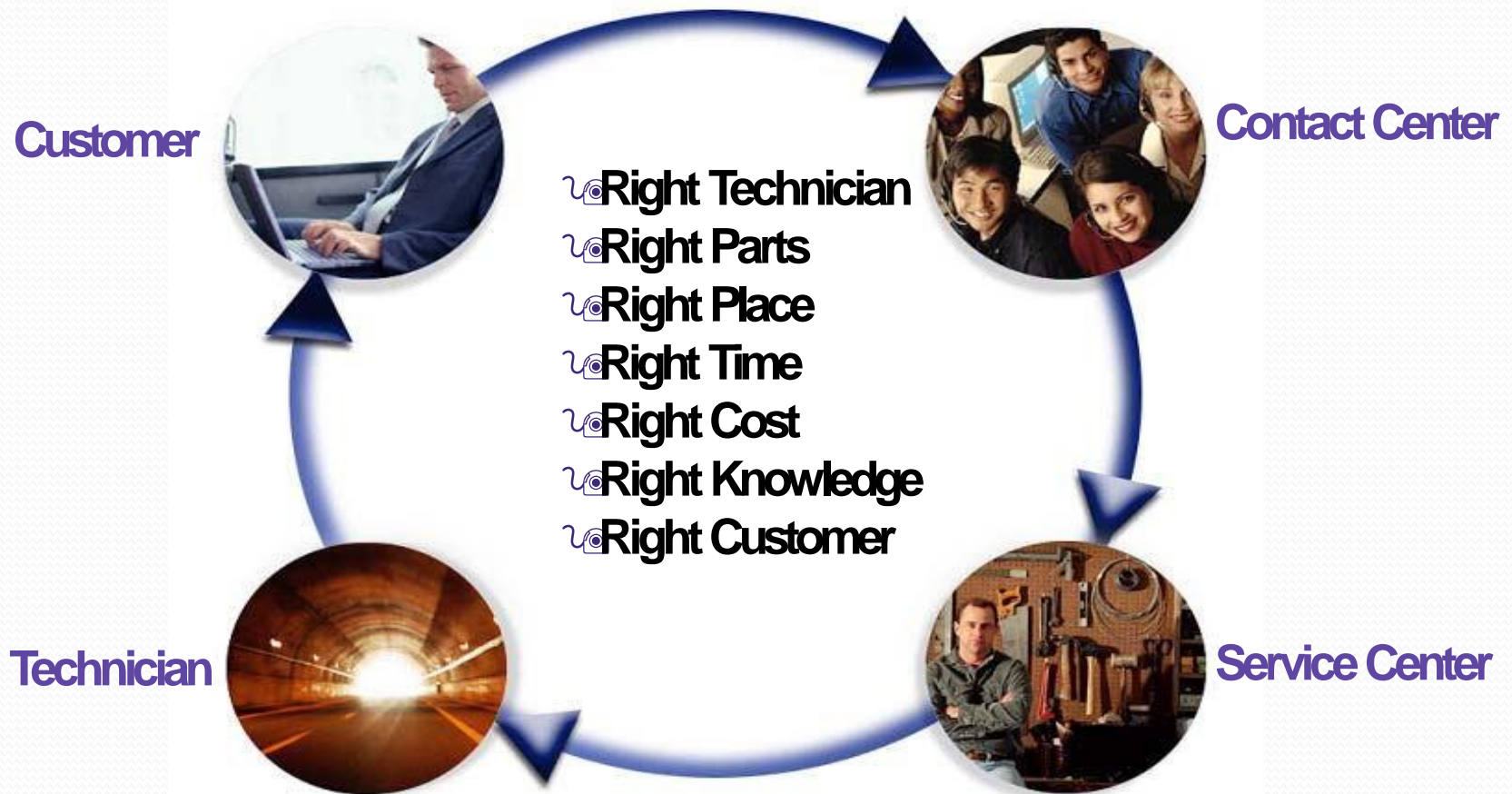


# Process Monitor

## A Service Function Management Product



## Service Function Management Philosophy

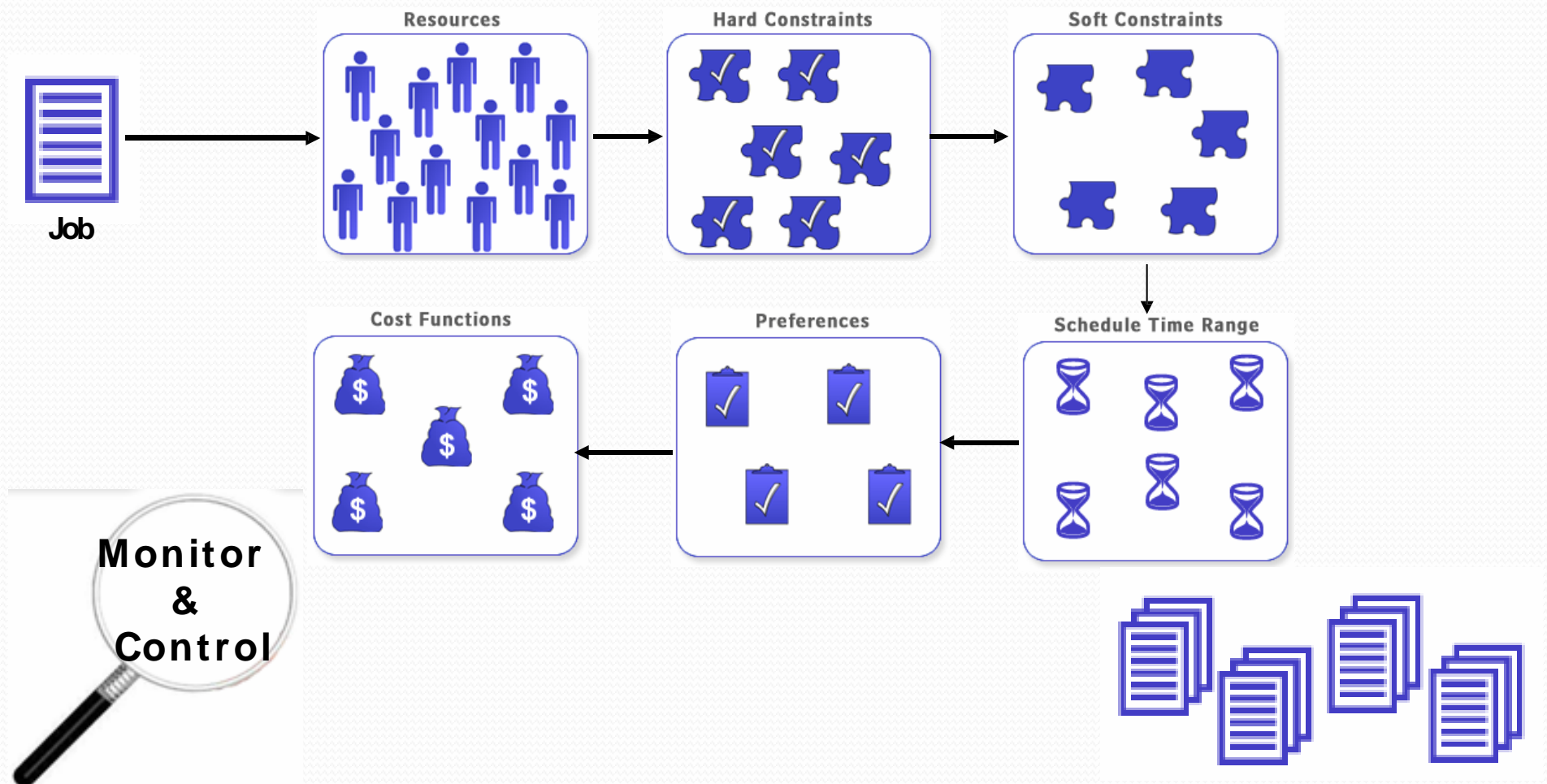


# Scheduling

It's a NP Hard problem



**Proc**  
**Scheduler**



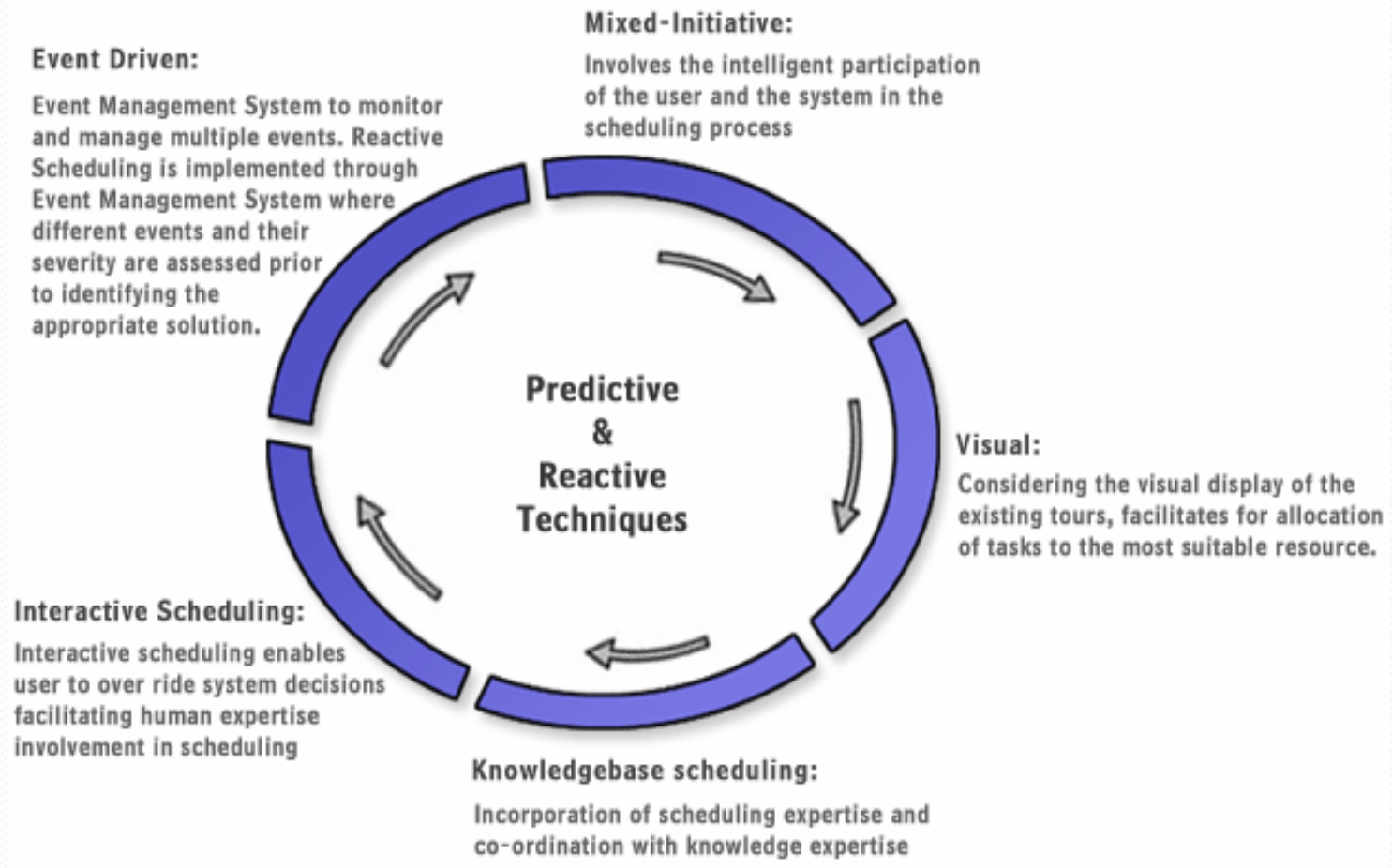
# Schedule Monitor

- Automates field service operations
- Integrates service functions with overall business processes combines the power of predictive and reactive scheduling facilitates powerful business modeling

**Revolutionizes Service Function Management**

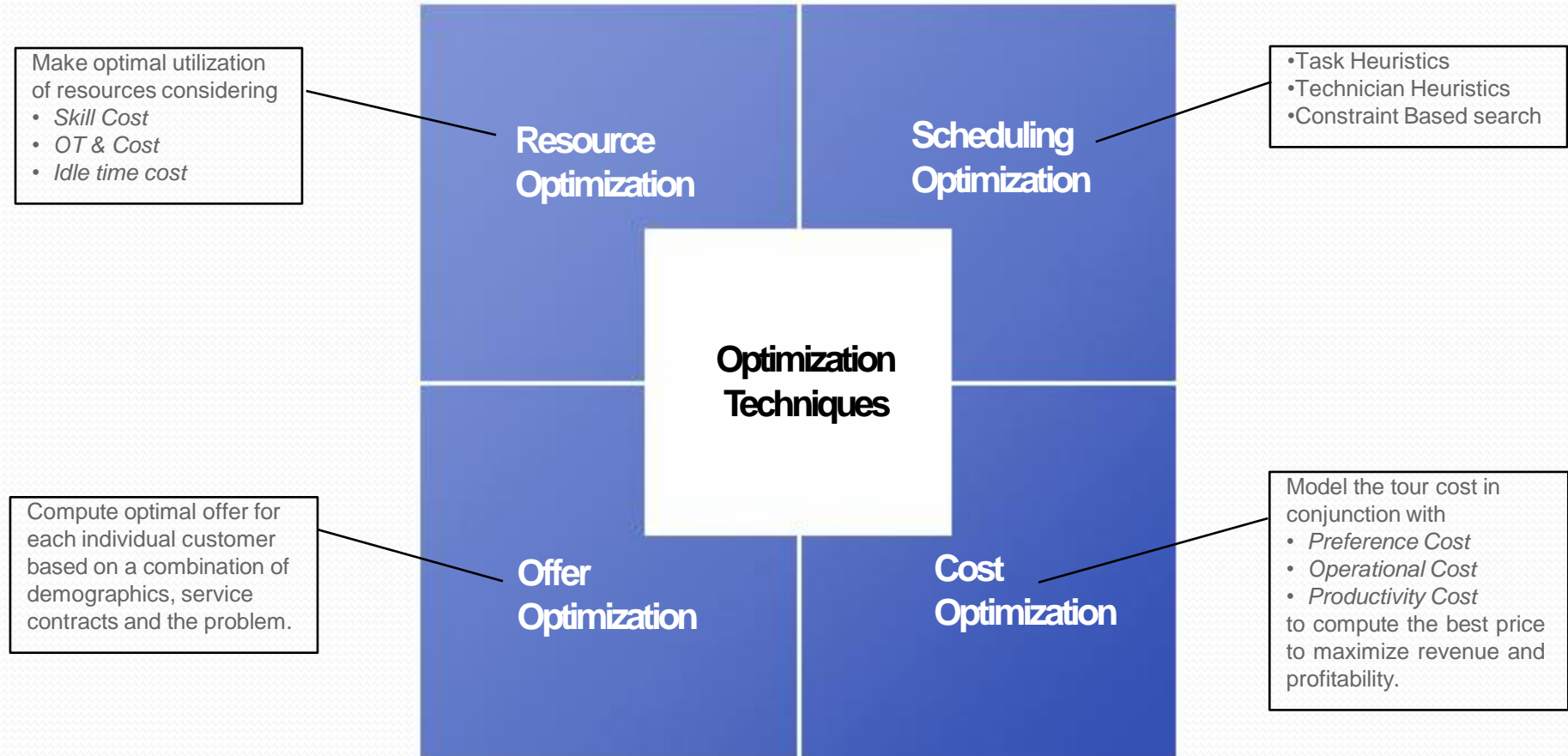


# Scheduling





# Optimization







# Methodology

## Scheduling Methodologies

Multi Perspective

Opportunistic

Event Analysis

Look Ahead Analysis

CSP

Constraint  
Representation

Propagation

Exploration

Simulated Annealing

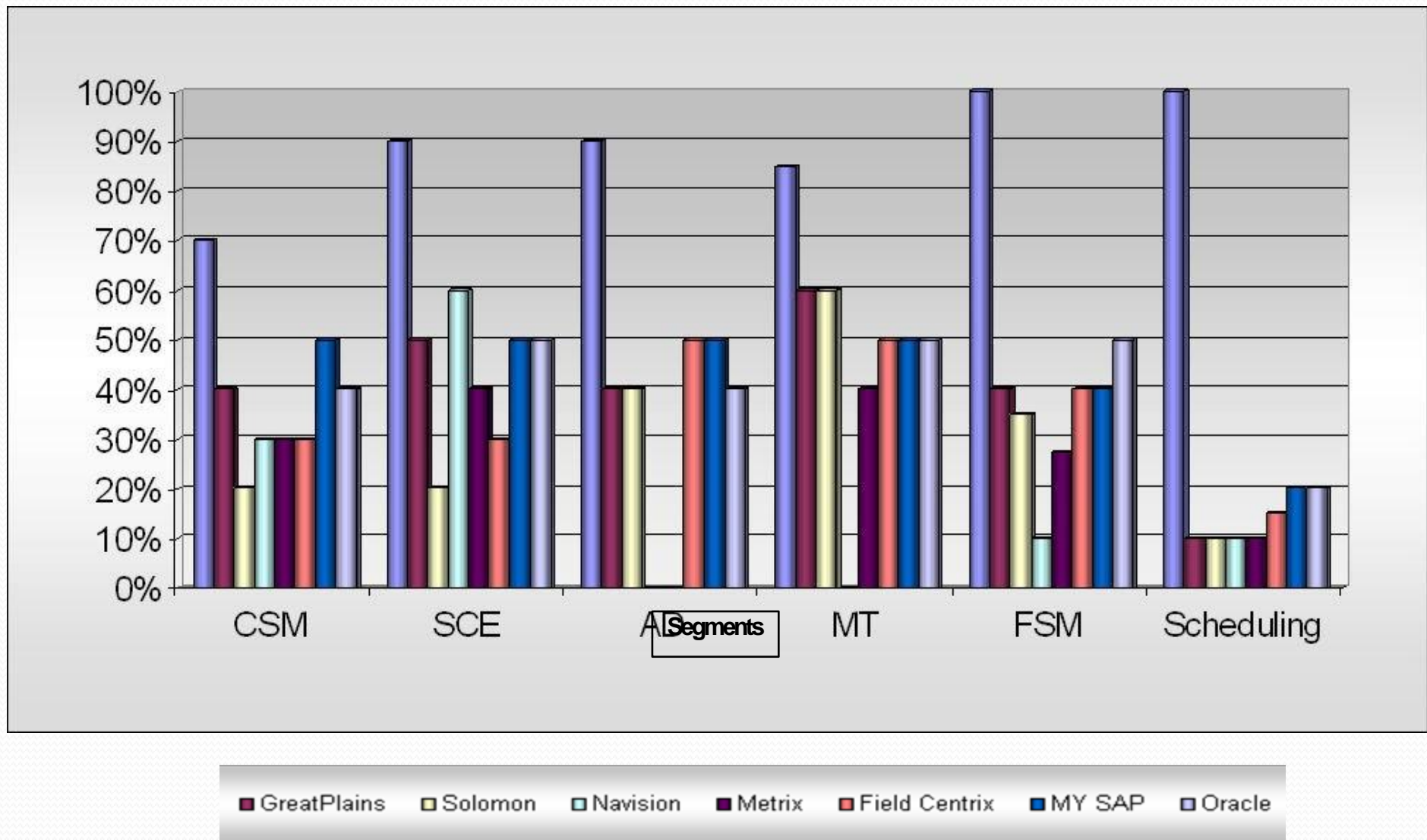
Cost Functions

Guided Local Search





# Competition

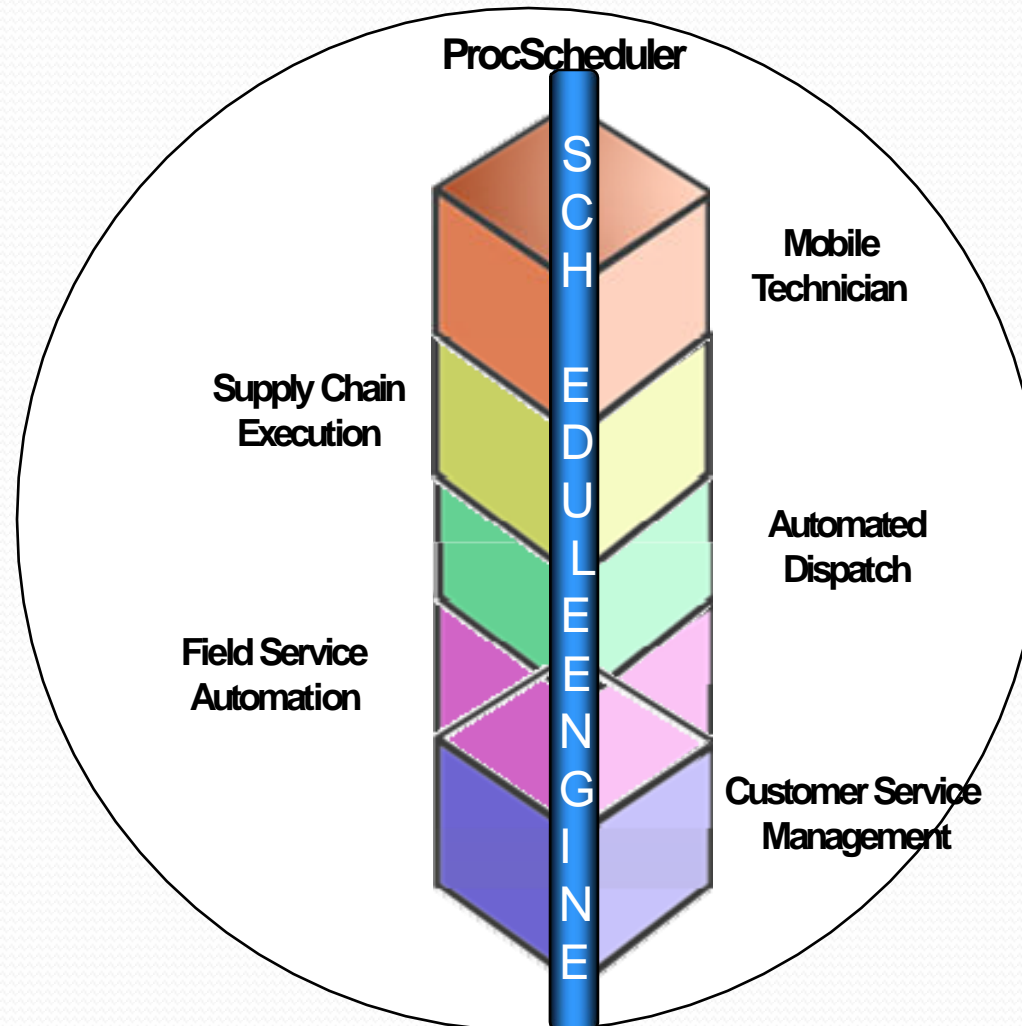




# Features



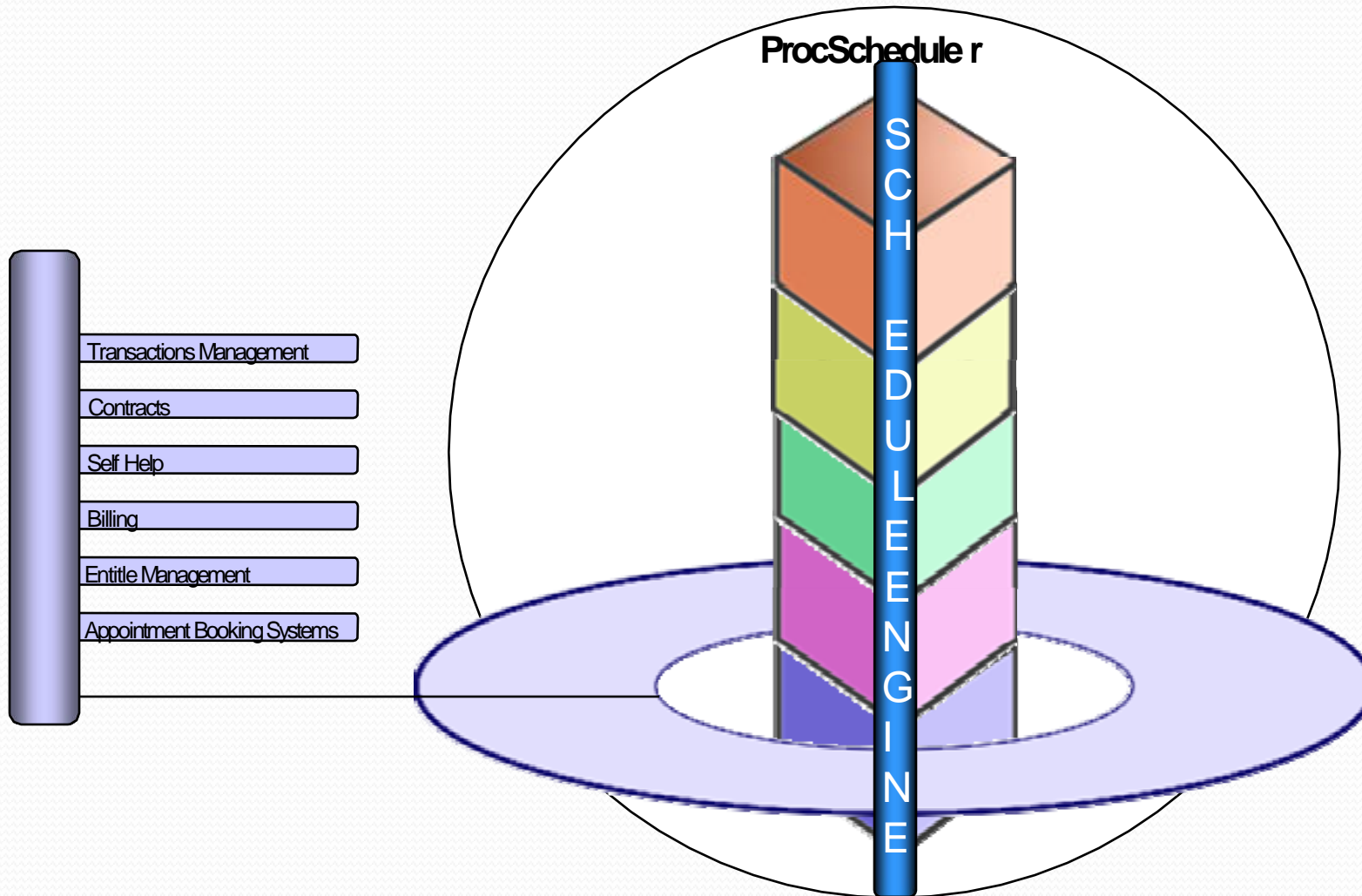
# Schedule Engine



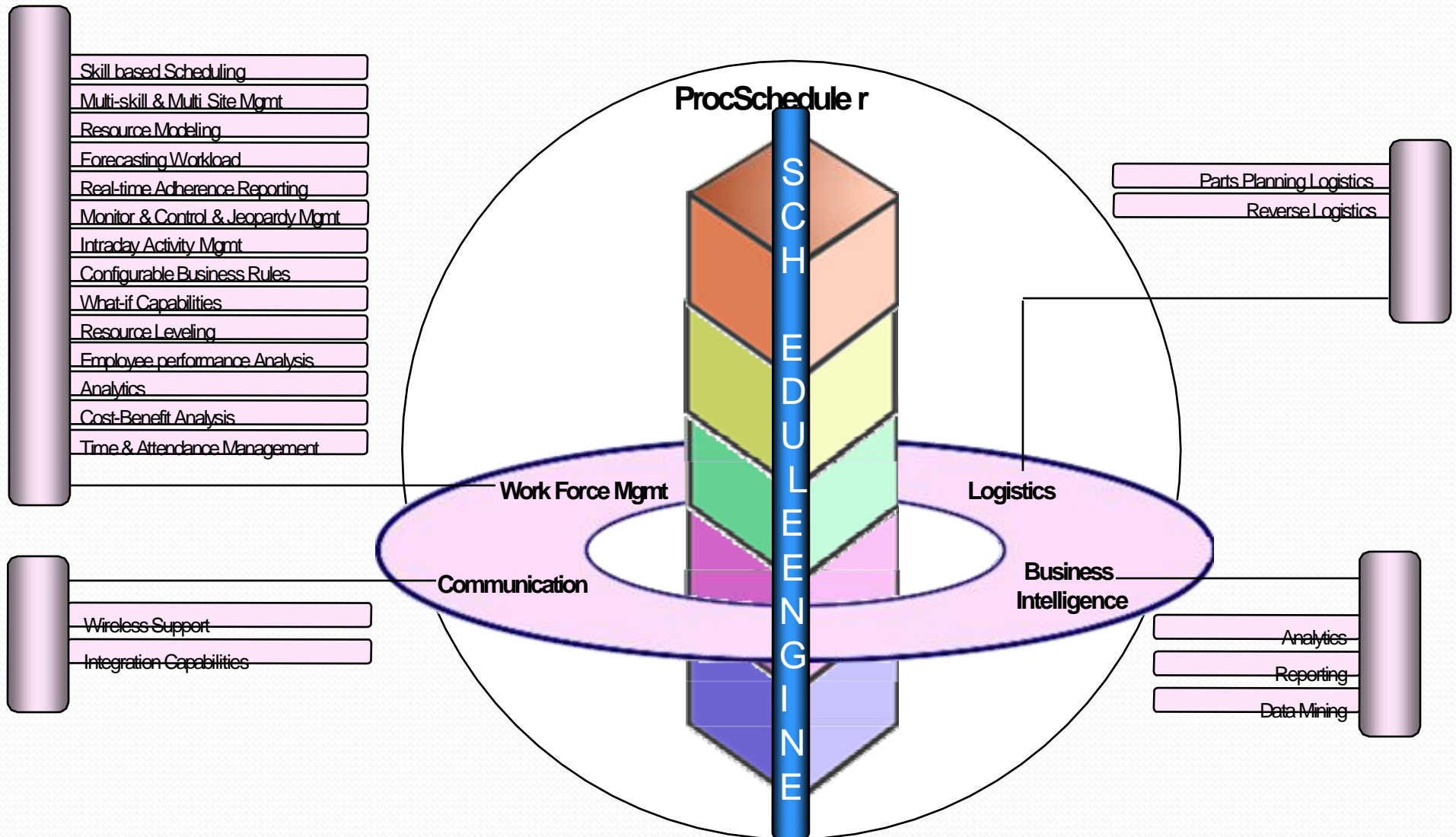
# Customer Service Management Features



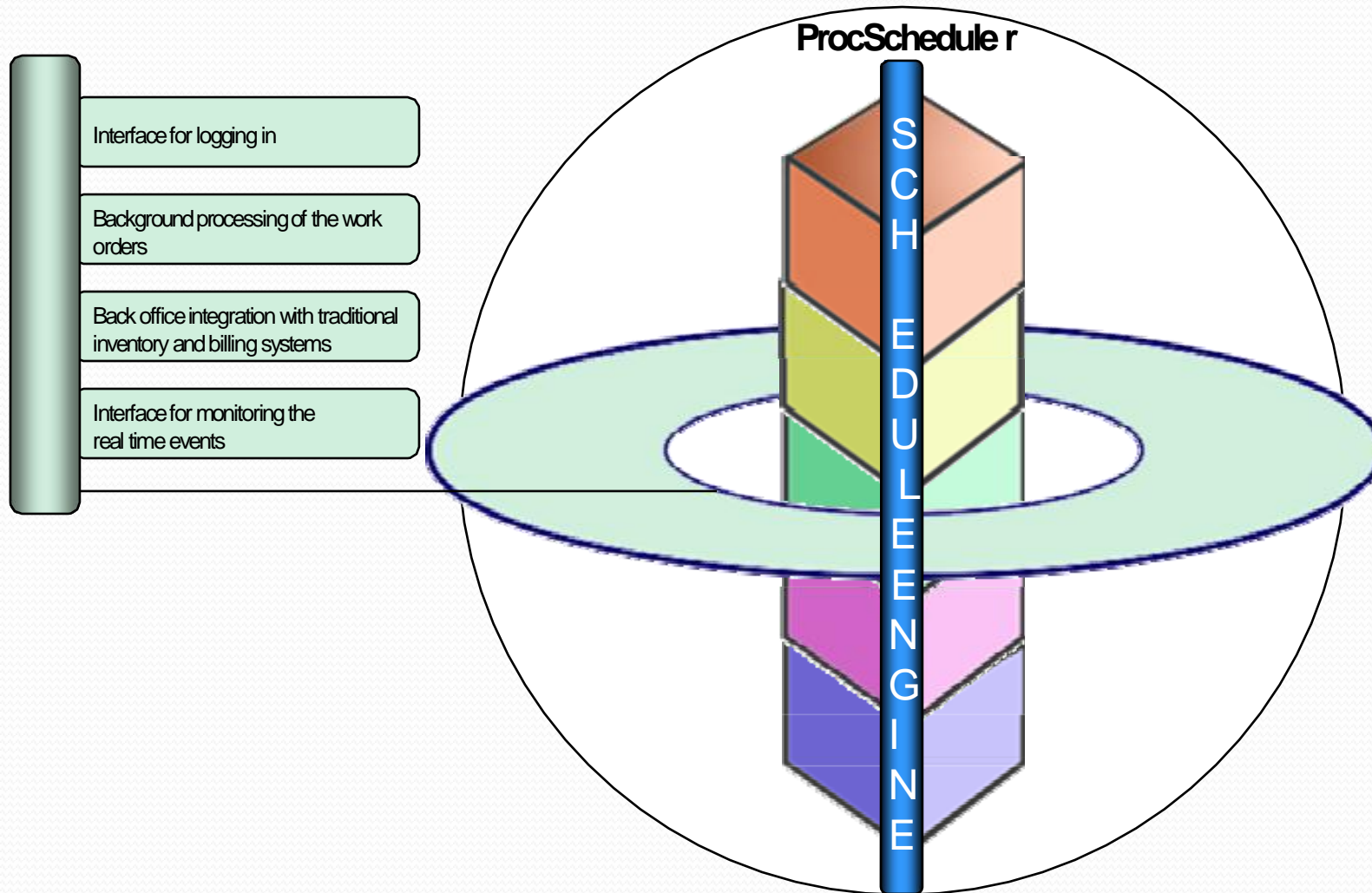
**Proc**  
**Scheduler**



# Field Service Automation Features

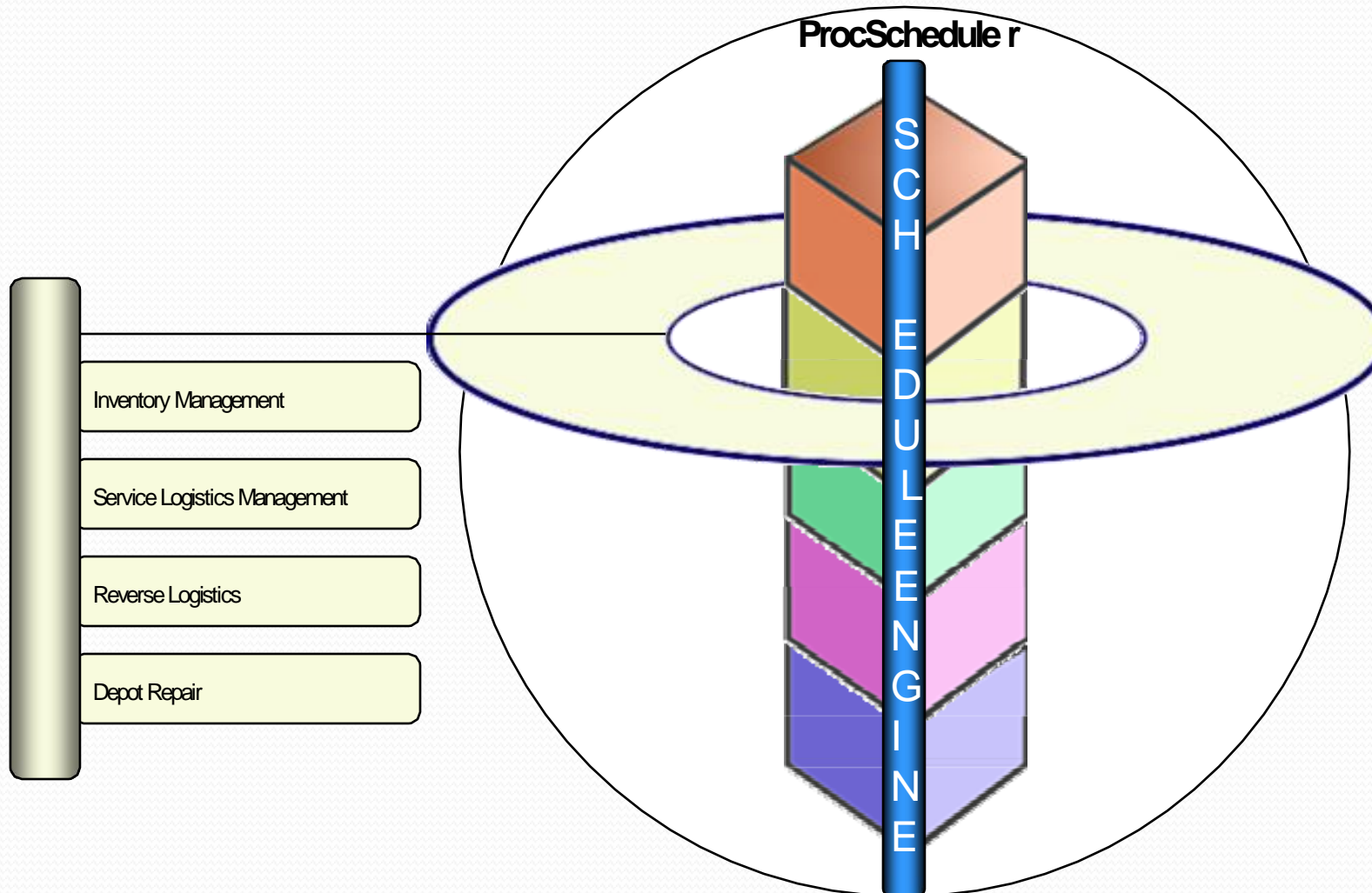


# Automated Dispatch Features





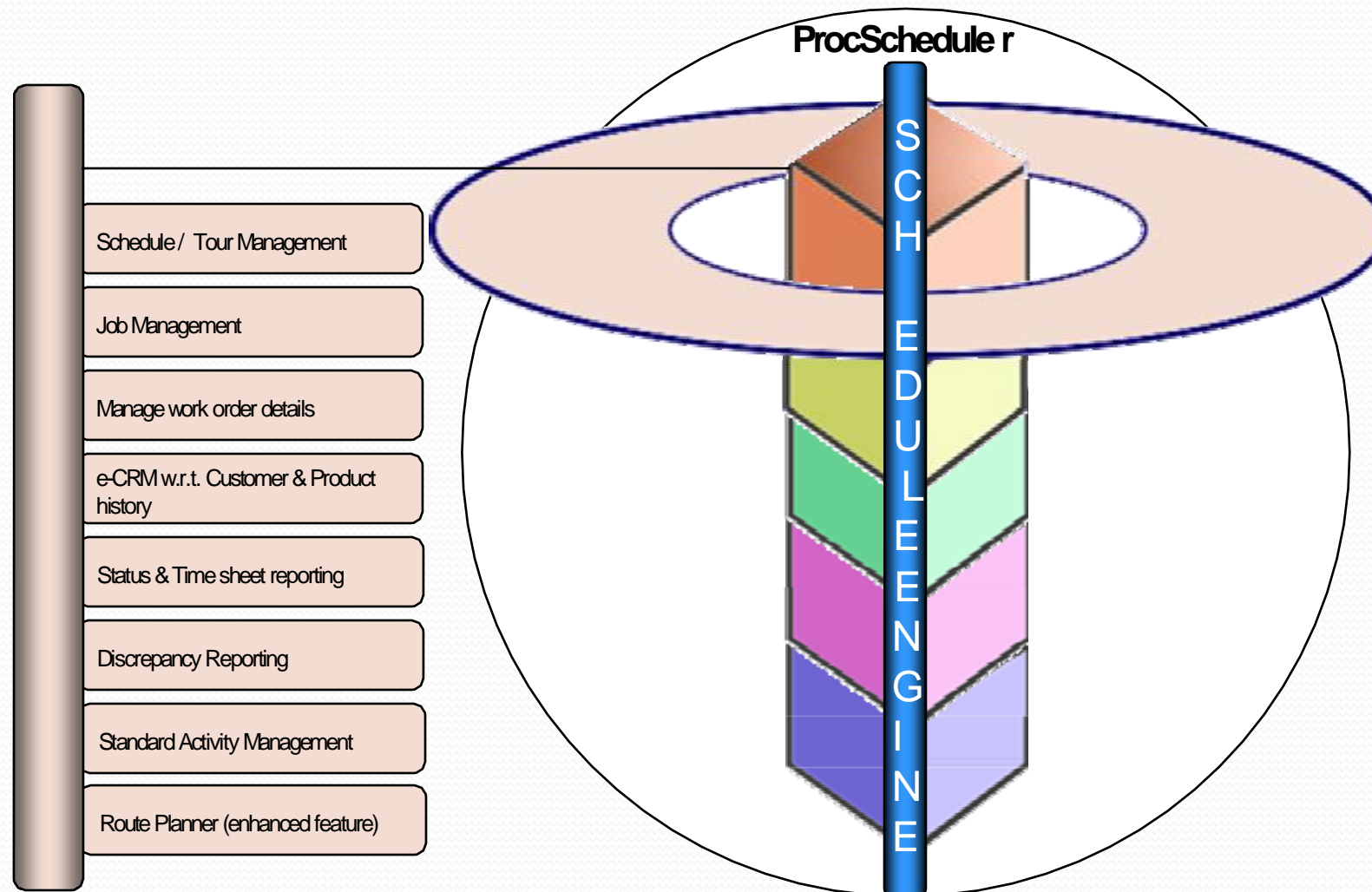
# Supply Chain Execution Features





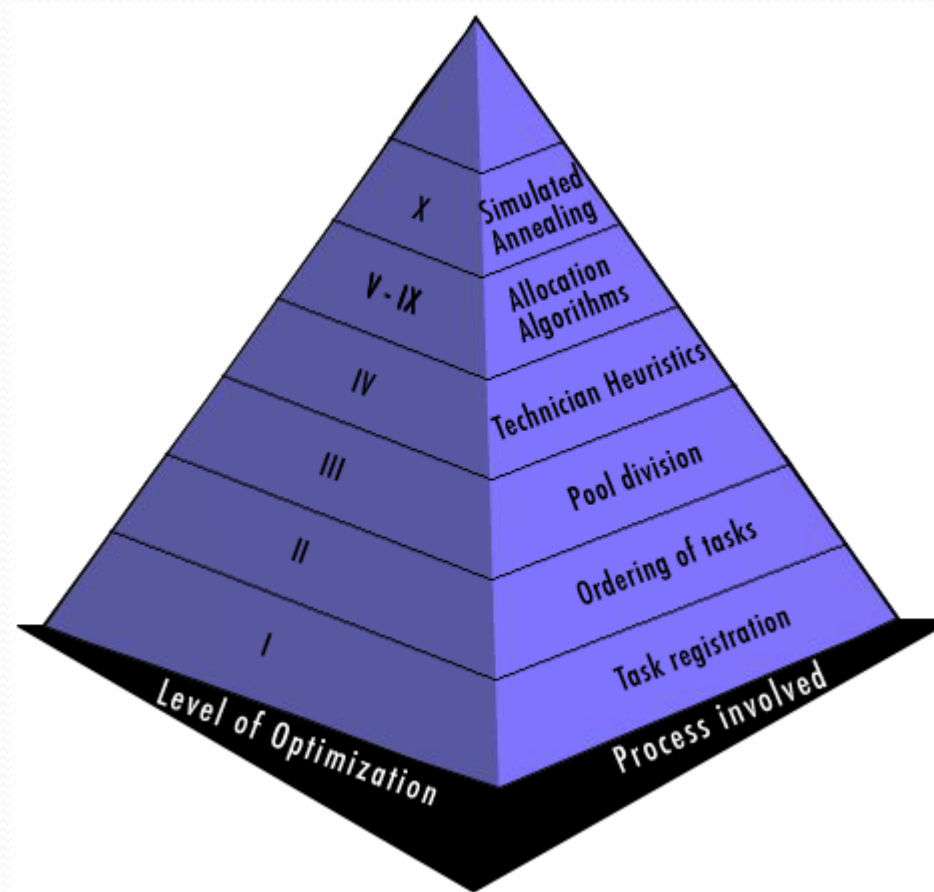


# Mobile Technician Features



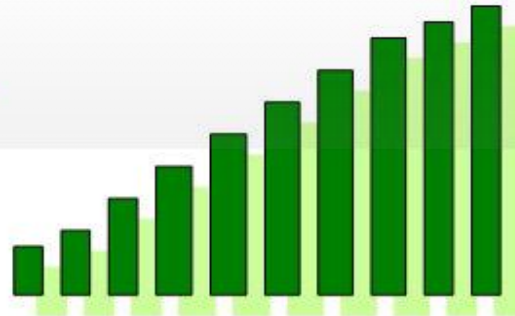


## ProcScheduler The Difference-Decca Level Optimization



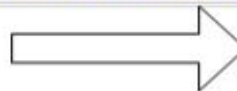


## Benefits



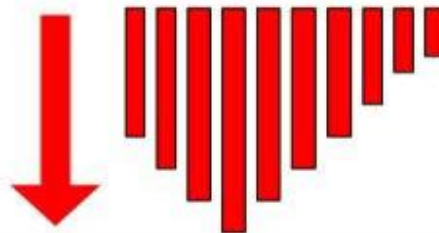
### Increase Gains

- Increased Jobs per Day
- Increased First Time Fixes
- Increased Call Handling Capacity.
- Faster Resolution Time.
- Increased Productivity
- Increased Same Day Appointments
- Increased Revenues
- Increased Visibility over Service Operations
- Increased Customer Base
- Increased Grade of Service



### Accelerate Growth

- Improved Operational Performance
- Improved Processes
- Improved Service Efficiency
- Improved Job Scheduling
- Improved Customer Satisfaction
- Improved Service Offerings
- Improved Cash Flow
- Improved Financial Performance



### Reduce Costs

- Reduced Operational Costs: Travel, Idle, OT
- Reduced Job, Management Overheads
- Reduced Call & Dispatch time
- Reduced Overtime Costs
- Reduced Schedule Slippages
- Reduced SLA Penalties
- Reduced Job Cycle Close Time
- Lowered Head Count
- Reduced Service Complexity
- Reduced Adoption Failures