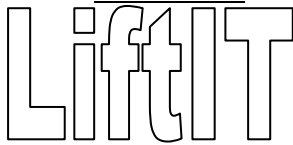




adb-krafter ab



Efficient control over work order's and service staff wherever they are!

LiftIT : Maximizes customer satisfaction while providing efficient resource control...

LiftIT is a solution developed for companies that need effective manage of service staff who support the installation and maintenance of products such as lift/elevators, trucks, copy machines, etc. Piles of work orders, multiple service sites, uncertain time estimates, parts and supply issues, customer priorities, commitments, emergencies, and other logistical problems make efficient management of resources difficult. The solution is LiftIT. LiftIT allows you to easily monitor and interactively coordinate this complex process from beginning-to-end. Situational awareness and interactive control is provided through video terminals connected to a state-of-the-art computer system. LiftIT gives you the power to maximize customer satisfaction while utilizing your support staff in the most efficient manner possible.

LiftIT : Accessible from the field...

LiftIT is a web based application with a JAVA clients loaded on all of the dispatched mobile phones. All activity is captured in real-time and automatically fed into a central computer. Data is then organized and fed to video terminals where the entire workflow can be easily monitored and managed. **The java client is not based on WAP-service which means cost savings to you when compared against other solutions in the marketplace today.**

MiniDemands for the mobilephone: Supporting MIDP2 plus a operating system as Symbian where several programs could runs simultaneous.

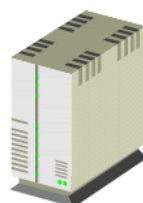
LiftIT : From A to Z ...

LiftIT handles everything from work orders, dispatching, execution, follow-up, invoicing, and management analysis.

LiftIT : Experience ...

LiftIT was designed and developed by adb-krafter ab and their partners.

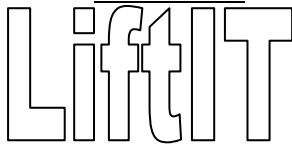
Några utvalda steg i kedjan....








Objektregister
Kundregister
Personregister
Attributregister
mm.



adb-krafter ab



From a reported problem to a invoice for a lift company

<p>2005-11-24 08.30</p> 	<p>Eva Jansson who lives at Storgatan 12 calls in <i>that the lift is out of order</i>. Anna at the office takes care of the incoming call, verifies the address against the customer database, and creates a new work order which gets number 3265. Anna describes the problem in a text window and finally posts the order.</p>
<p>08.31</p> 	<p>The work order gets transmitted to the service staff who are subscribing to the work orders through class „FEL”. The transmission is ended when they click on ‘I hear’.</p>
<p>08.32</p> 	<p>Olle Persson, on his way between two jobs decides to take the Storgatan 12 job by clicking on ACCEPT on the phone for order 3265. On Evas monitor screen job 3265 is now highlighted with a blinking yellow light, shifting to solid yellow. At the same time the job listing disappears from list of possible jobs at all the other service phones.</p>
<p>08.35</p> 	<p>Olle browse earlier assignments for the lift at Storgatan 12. He finds that same situations has happened 6 months ago.</p>
<p>8.45</p> 	<p>Olle starts to work on <i>Storgatan</i> and clicks on “STARTED” and the solid yellow light on monitor screen at the office now shifts to blinking green. It’s obvious that the problem is damage. With his phone camera he takes some snapshots and attach them to the assignment.</p>
<p>8.50</p> 	<p>Eva calls the office and wonder if something is happening. Anna gives here information that Olle just started to work on the problem just 5 minutes ago.</p>
<p>8.55</p> 	<p>Olle realizes that he needs an assistant to solve this assignment. On his mobile he clicks on SPLIT and a copy of the jobs are created. Now it’s time to fill in more text about what needs to be done and introduce the job to LiftIT, by clicking INTRODUCERA.</p>
<p>8.56</p> 	<p>On the monitor screen starts the split order, 3269, blinks yellow and is transmitted to all service phones. Per Svensson takes the job.</p>
<p>10.10</p> 	<p>Both Olle and Per are now ready with <i>Storgatan</i>. The lift are function again. Now they report back what has been done and also the time spend on the job.</p>
<p>K1 10.11</p> 	<p>3265 is now solid green. Anna at the office calls Eva and tells her what has been done (and/or lets the system send a email).</p>
<p>2005-11-25 09.10</p> 	<p>Hugo Berg/teamleader checks yesterdays jobs which are fullfilled. Some of the orders marks <i>clear to invoice</i> and others are updated with more text. After looking at order 3265 photos, he decides that this job is ‘under warranty’ and should not be invoiced. He also fills in more text info in ‘What was done’.</p>
<p>2005-11-25 12.10</p> 	<p>A ”coalition invoice” is printed out and Anna post it to the customer. It includes orders 3265 and 3269.</p>