

@Road Telco, Cable and Utility Suite



Increase Profitability with Better Mobile Workforce Management

Everyday, Telco, Cable and Utility companies face pressure to provide better and faster services to their customers while struggling to increase profits by minimizing costs of mobile resource operations. Managers need real-time knowledge of field activities to become more efficient, remain competitive and retain customer loyalty. Field technicians need access to advanced technology they can use to better serve their clients, including the ability to up-sell and provision additional services directly from a customer location.

The @Road[®] Telco, Cable and Utility Suite provides companies the ability to manage overall mobile workforce performance, reduce costs and maximize customers' satisfaction with @Road GeoManager_{SM}, its premier Field Force Management solution. Using GPS-based capabilities, GeoManager utilizes an array of location and communication services tailored to your company's needs to provide on-demand visibility into your mobile workforce. GeoManager helps you streamline routing and scheduling, log work hours, or view and print detailed activity reports.

Increase Efficiency while Reducing Costs

GeoManager realizes many advantages through a host of standard capabilities and optional features. Using the @Road iLM[®] (Internet Location Manager[™]) device, an in-vehicle hardware unit, managers are able to monitor routing efficiencies, improve workflow management and reduce fuel costs. Easy access to scheduled and customized reports allows managers to compare, measure and improve productivity metrics.

The @Road Telco, Cable and Utility Suite may also be configured to take advantage of the @Road iDT (Internet Data Terminal[™]) unit, an in-vehicle messaging device that enables two-way text communication between drivers and the office, as well as electronic completion of job-related business forms, job completions and messaging. Field technicians can manage inventory, close job tickets and access enterprise applications for ERP and CRM data using an optional Wi-Fi access point/router, an EDGE or EvDO wireless modem with advanced security capabilities.

Unparalleled, Uninterrupted Performance

@Road GeoManager solutions offer high reliability and availability, with dual data centers in widely separated locations. The sophisticated @Road on-demand architecture is designed to support hundreds of thousands of users and millions of transactions with a high level of security and integrity. @Road GeoManager provides highly effective national coverage through multiple major wireless carrier networks. Because it is an on-demand solution, it can be used from any location with Internet access.

Road Telco, Cable and Utility Suite

- Improve route management through real-time vehicle location and productivity reports
- Augment customer service by enabling on-the-spot service upgrades and ordering
- Protect company assets with vehicle maintenance tools and remote diagnostics

@Road Telco, Cable and Utilities Suite Features

Advanced MRM

- View the real-time locations of your mobile workforce
- Track stops, stop times and mileage totals
- Receive real-time notifications on speed, vehicle idle time or landmark proximity
- See traveled paths with automatic 15-minute update rates (more frequent updates are optional)
- Customize maps and designate landmarks
- Upload multiple landmarks in batch mode
- Automate management of vehicle maintenance
- Dispatch vehicle closest to the customer
- Monitor and analyze traveled routes

Flexible Reporting

- Generate MRM reports on demand or schedule for delivery
- Select from an array of reports
- Export reports to any standard database or application
- Retrieve stored data for up to 90 days
- Automatically log drivers' Hours of Service

Premium Administration

- Create hierarchical workgroups
- Administer mobile devices online from any location
- Manage in-vehicle and handset devices in a single account

Convenient Communication*

- Send text messages to any or all iDT devices instantly
- Receive text messages and forms from remote workers
- Enable population of forms with optional barcode scanning
- Provide secure 802.11 Wi-Fi access point/router capability through iLM 3100-W Series hardware options

Enterprise Integration

- Enable integration with other applications through APIs
- Stream @Road data to corporate databases and applications using DirectData

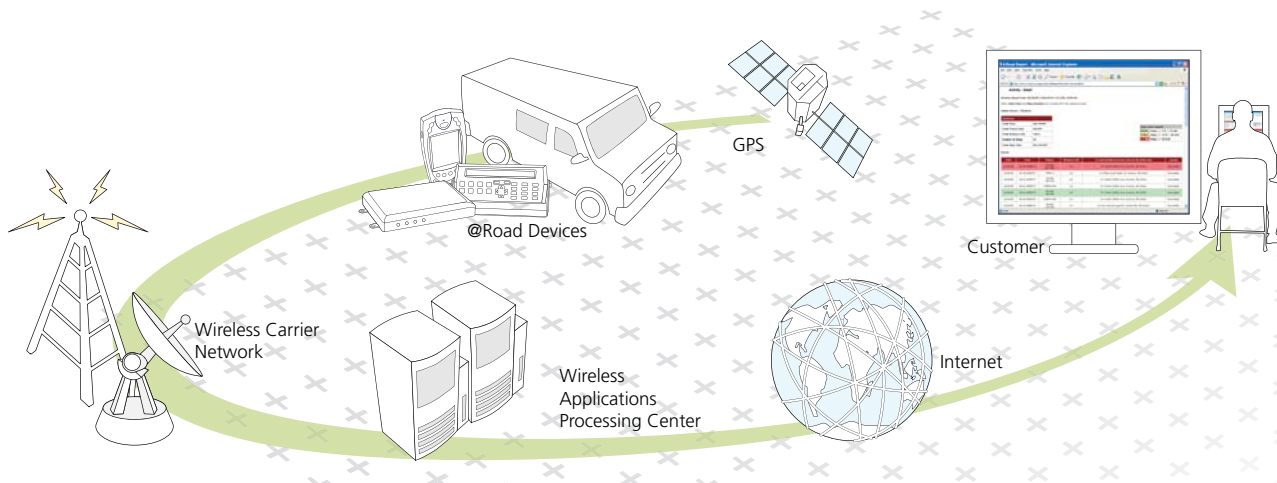
Valuable Options*

- Extended Data Storage—Store data for up to one year
- Field Service Reports—Receive detailed workforce information
- Messaging/Forms—Enable two-way communication of text and forms
- Exception Reports—Receive alerts and reports on excess speed, idling and stops
- More Frequent Updates—Receive updates as frequently as every 2 minutes
- Satellite Modem—Receive data even when vehicle is out of wireless coverage range
- Electronic cover sheet—Automate time and task management
- SwitchSensor—Monitor ignition, trailer doors or other points of contact
- Vehicle Diagnostics—Monitor engine and other vehicle information to minimize downtime
- APIs—Enable integration with other applications
- DirectData—Stream @Road data to corporate databases and applications

Extensive Support

- Benefit from real-time, proactive system monitoring and support by @Road
- Receive 24x7 online technical support
- Access nationwide phone support
- Request service engineer or integration support

*May require separate hardware and/or added services to use these features



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About @Road

@Road, Inc. is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

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