



mService™

Field Service & Support

An mCommerce solution from Mobestar

mService - Highlights

- mService provides mobile workers with real-time access to core business applications via standard mobile phones
- mService connects field-based service and support personnel to the centralised systems they rely upon to perform their jobs
- mService enables users to access and update information such as daily work schedules, client details, job specific instructions, technical documentation and knowledge bases
- mService promotes information sharing and dissemination to enable faster problem resolution and higher staff productivity
- mService delivers tangible efficiency gains and enables you to deliver a higher standard of service to your customers more cost effectively
- mService supports any internet-connected mobile device

mService – Details

	PRIMARY	SECONDARY
<p>WHO</p> <p><i>Who is the target audience for this product/service?</i></p>	<ul style="list-style-type: none"> • Facilities Management companies • Outsourcing companies • Logistics companies • Operations Director • Support managers • Service managers 	<ul style="list-style-type: none"> • Field sales managers
<p>WHAT</p> <p><i>What does mService do?</i></p>	<ul style="list-style-type: none"> • Remote access - via a mobile handset – to central internet-based core business systems. Capabilities include:- <ul style="list-style-type: none"> → Daily work schedule → Job allocation notification → Client/site details → Job completion sign-off → Mobile knowledgebase → Faster problem resolution 	<ul style="list-style-type: none"> → Follow-up appointment booking → Spare part ordering for JIT fulfillment
<p>WHERE</p> <p><i>Where can mService be applied?</i></p>	<ul style="list-style-type: none"> • Anywhere. Any organisation that utilises a field-based service or support workforce can derive huge benefits from using mService • By connecting core business systems to mobile employee's information can be accessed, updated and shared in real-time • Jobs can be completed more quickly with a reduced need for follow-up visits • Employee efficiency is increased and productivity will rise accordingly 	

<p>WHEN</p> <p><i>When would the audience need this product/service?</i></p> <p><i>When/how quickly could they have it?</i></p>	<ul style="list-style-type: none"> • Now. Fast data access speeds (e.g. 3G, 3.5G/HSPDA) coupled with today's handset capabilities mean that the benefits of mobile-enabling your workforce are available now • Deployment times will depend on specific customer requirements but typically a new mService implementation can be configured in less than 90 days 	
<p>WHY</p> <p><i>Why will the product/service make a difference?</i></p> <p><i>Why should the audience be interested or want to buy it?</i></p>	<ul style="list-style-type: none"> • By enabling your mobile workforce to operate more efficiently you will be able to handle more jobs with the same no. of staff (i.e. earn more revenue), reduce headcount (i.e. reduce costs) and provide a better standard of customer support (i.e. higher levels of customer satisfaction = more loyalty, less churn) 	
<p>CONTACT</p> <p><i>For more information please contact us using the details opposite:-</i></p>	<p>tel: 0844 549 9600</p> <p>email: info@mobestar.com</p> <p>web: www.mobestar.com</p> <p>address: 100 Pall Mall London SW1Y 5NQ</p>	

About Mobestar...

- We are mobile experts who have been developing cutting-edge applications since 2001
- We focus on creating solutions that are:-
 - easy to use
 - platform independent
 - revenue generating
- We employ a team of highly experienced professionals with a track record of delivering timely, innovative solutions
- We pride ourselves on our ability to form flexible partnerships and we always strive to develop long term relationships to guarantee mutual profit
- Our clients and partners benefit from our deep knowledge of business, mobilisation and integration