

# Vetro Service Technician

Vetro Service Technician for BlackBerry handhelds provides dynamic dispatch and notification of jobs, along with inventory management and GPS capabilities. Access is available to full job information, including parts details and customer entitlements. Additionally, location-based services coupled with worker status, parts on hand and skill sets enable dispatch of the closest, best-suited, available technician.

Vetro Service Technician couples knowledge of worker job status or expected availability, mobile inventory and skill sets, with the requirements of each job to maximize the productivity of the entire workforce. This enables the enterprise to better manage customer expectations and significantly enhances the quality of each customer interaction.

- Reduces unproductive technician time and call center support by providing technicians with repair instructions, equipment and parts details, service histories and relevant warranties or entitlements—all through their BlackBerry handhelds.
- Allows users to remain productive at all times through full application functionality both in and out of wireless network coverage.
- Streamlines operations via integration with plug-and-play barcode scanners, which facilitates tracking and ordering of parts, equipment and other distributed assets directly in the field.
- Leverages the GPS capabilities of the BlackBerry handheld to provide robust, location-based services such as mapping, breadcrumbing and geo-fencing.

## MOBILIZE YOUR FIELD SERVICE AND DISPATCH OPERATIONS

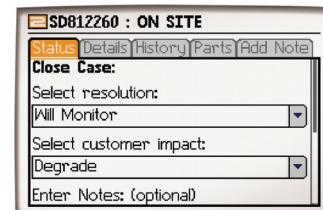
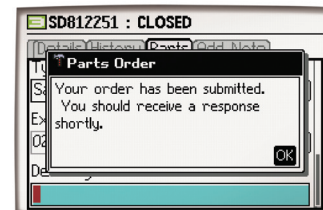
CRM - Field Service Automation and Dispatch Applications

### Vetro

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#### Vertical Specialization:

- Cross Industry

#### Target Market Segment:

- Enterprise
- Small and Medium-Sized Businesses

# VETTRO