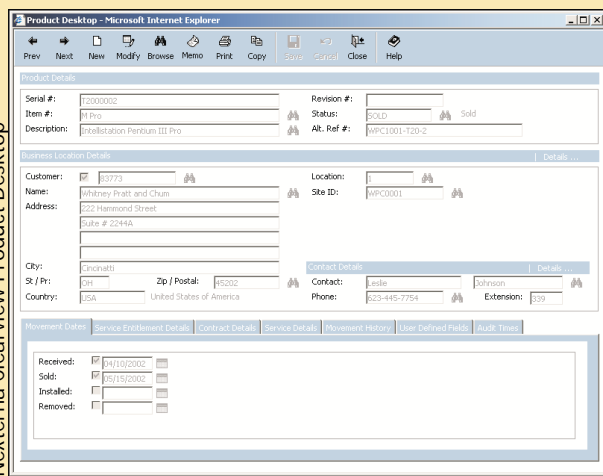




The Nexterna™ Clearview Product Management/Asset Tracker module offers the ability to track equipment purchased, sold and/or installed and associate them with the customers being serviced and supported.

Product movement, service and contract history are available on the product desktop. Service entitlement for seller, manufacturer and vendor warranty is also tracked for the product.

Nexterna Clearview Product Desktop



## Overview

The Nexterna Clearview Product Tracker/Asset Tracker module offers advanced functionality in three key areas: installation location, product history, and warranty management.

## Product Installation Location

When product is installed or sold, the customer location is tracked against the product automatically. Updates to the product location are tracked when received from customer, shipped back to customer, etc. The history of these movements are tracked and accessed from the product desktop. Receiving product previously installed at a customer location via RMA will cancel any active contracts the product is on, change the status of the product, and remove the customer location reference. These updates will ensure the necessary information is tracked without manual involvement.

- Monitor assets as received, sold, shipped, installed, and replaced
- Track the installed base down to the location level
- Simplify moves, adds, and changes

## Product History

Activities associated with each product are tracked automatically. Product revisions, installation locations, status, movement dates as well as contract modifications are tracked against the product. Service history as well as the product movement history is also available on-line.

- Access up-to-date hardware and software specifications
- Reference historical data to speed resolution time

### Warranty Management

Seller, vendor and manufacturer warranty coverage periods are automatically applied based on parameters indicating when warranty coverage begins. Warranty can be configured to begin upon purchase receipt, date of sale or installation date. Calls taken within each warranty period will reference the active warranty code and automatically apply the service coverage offered by the warranty.

- Access service entitlement details
- Manage warranty coverage and expiration
- Track warranty providers and activation periods
- View applicable service charges and vendor return requirements

### Benefits

The Nexterna Clearview Product Tracker/ Asset Tracker module provides extensive capabilities for tracking an install base of products. With an in-depth understanding of the equipment they service, companies have the ability to make more informed decisions and effectively plan for the right resources to meet customer requirements.

#### Service Profitability by Product

Serial #:	Item #: SERVICEABLE_ITEM (Serviceable Item Description)						Total
Service #	Parts	Labor	Travel	Consum.	Expenses	Fixed	Total
1000000	Price:	\$28.70	\$125.00	\$50.00			\$203.70
Task:	Cost:	\$8.75	\$9.60	\$0.00			\$18.35
Status:	BI GM:	\$19.95	\$115.40	\$50.00			\$185.35
	GM%:	69.51%	92.32%	100.00%			90.99%
<b>Total:</b>	Price:	\$28.70	\$125.00	\$50.00			\$203.70
	Cost:	\$8.75	\$9.60	\$0.00			\$18.35
	GM:	\$19.95	\$115.40	\$50.00			\$185.35
	GM%:	69.51%	92.32%	100.00%			90.99%

#### Service Profitability by Product

Serial #:	Item #: SERVICEABLE_ITEM (Serviceable Item Description)						Total
Service #	Parts	Labor	Travel	Consum.	Expenses	Fixed	Total
M00310-11003-1103X	Price:	\$0.00	\$0.00				\$0.00
1000002	Cost:		\$62.66	\$9.64			\$72.30
Task:	BI GM:		-\$62.66	-\$9.64			-\$72.30
Status:	GM%:		-100.00%	-100.00%			-100.00%
<b>Total:</b>	Price:	\$0.00	\$0.00				\$0.00
	Cost:		\$62.66	\$9.64			\$72.30
	GM:		-\$62.66	-\$9.64			-\$72.30
	GM%:		-100.00%	-100.00%			-100.00%
<b>Grand Total:</b>	Price:	\$28.70	\$125.00	\$50.00			\$203.70
	Cost:	\$8.75	\$72.26	\$9.64			\$90.65
	GM:	\$19.95	\$52.74	\$40.36			\$113.05
	GM%:	69.51%	42.19%	80.72%			55.50%

### About Nexterna

In 2001 the first integrated Field Service Management application featuring GPS and Mobile Communication systems gave Nexterna its place as a 'best in class' business solution leader. We continue to develop, implement and support all Clearview software from our Burlington offices. Providing superior customer satisfaction, better workflow, morale and increased revenues is our common goal. In fact, with over 30 years of Service Operations Industry Experience we look forward to any challenges your team may present. At Nexterna we are reliable; we care, communicate and have a passion for exceptional service.

### About Nexterna Clearview

Clearview's time tested and proven functionality is easily adapted to your specific Service Operations and Business Practices. Mobile Access, Route Optimization and Intelligent Automated Scheduling with Integrated Mapping and Graphical Dispatch Board. The Call Center, Integrated Knowledge Base, access to Service History and Asset Lifecycle Maintenance enable predictive performance. Efficiently manage Service Contracts with flexible billing capabilities, SLA measurement, Preventive/Scheduled Maintenance and a well-diversified Inventory Control system. Seamlessly integrate with GPS, Accounting Applications, Messaging and Calendar, Couriers, Vendors, and Taxing Software. Built-in Business Rules with KPI's visible through Financial and Operational Dashboards. Sales features facilitate visibility of Quotations, Rentals and Warranties so you can proactively manage Client and Prospect activity.

Learn more at [www.nexterna.com](http://www.nexterna.com)