



The Nexterna™ Clearview Service Order module centralizes control of all service planning, scheduling, dispatch, and billing. Resources can be assigned to nearly any type of activity: installs, moves/adds/changes, preventative maintenance, emergency service, and depot repair. Armed with the accurate, up-to-the-minute information this module provides, organizations can make sound decisions about their service activities.

Overview

The Nexterna Clearview Service Orders module offer advanced functionality in four key areas: customer data management, service history, technician activity, and service billing.

Customer Data Management

The customer data management feature makes it possible for front-line customer service representatives to provide a higher level of service. With pertinent information at their fingertips, service representatives are able to understand and resolve customer issues more quickly. Organizations can maintain accurate and complete customer records without increasing administrative time.

- Track product being serviced at each customer location
- Retrieve service entitlement, coverage, response time, and warranty information for each level of service offerings
- Access service location addresses, directions, and contacts
- Flag customers for credit warnings, etc.
- Enter, view and copy all informational memos

Service History

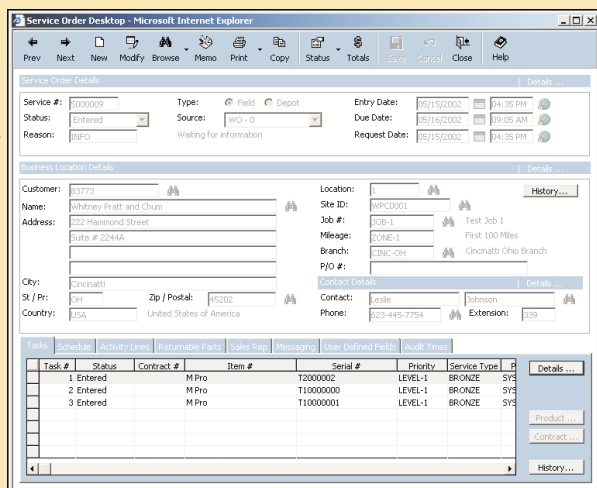
The service history feature makes it possible for service technicians to be aware of the customer's and product's service history prior to arriving onsite. This data can be used to speed problem identification and put technicians onsite with the right parts – the first time. It also ensures the right level of service is being delivered.

- Troubleshoot problems and answer customer questions
- Determine likely parts requirements prior to onsite visits
- Monitor reverse logistics activities
- Verify different service coverage levels for each entitlement of the product

Technician Activity

The technician activity feature delivers complete service staff dispatching and management capabilities. It captures key details about a technician's daily activities – from call response times to billable and non-billable expenses. It also gives on-the-go service technicians the ability to communicate with customers and other employees at any time, using our messaging component.

Nexterna Clearview Service Order Desktop



Parts usage can be recorded at the time of usage to ensure inventory accuracy. Parts ordering occurs automatically based on the technician's stock availability. Demand for parts are automatically placed in the back order management for fulfillment. Activities are recorded as they occur on the service order and costs are captured for work in progress analysis.

- Automatically time stamp calls and track response times
- Add specialized problem, cause, and repair codes
- Calculate labor and travel expenses
- Effectively manage the use of parts and consumables
- Track work-in-progress by service order and location
- Communicate via messaging services

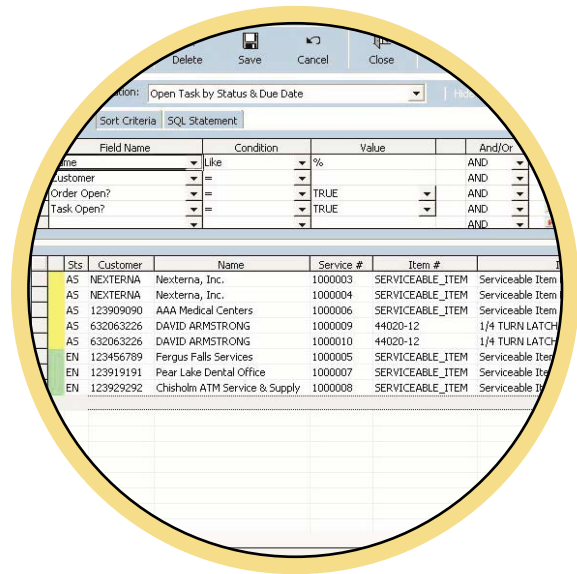
Service Billing

The service billing feature allows for the generation of invoices for completed service orders. This process can be triggered to automatically execute upon closing of the service order. This process will decrease the service-to-invoice time, improving your cash flow and decrease billing disputes. Service billing also allows for the generation of location level invoices and will capture all of the revenue and costs associated with the service order. At any given time, users can access current and anticipated accounts receivable data to monitor cash flow. Invoices can be easily exported using our XML interface tool, Nexterna Clearview Link.

- Immediately bill for completed work
- Generate invoices at the location level
- Easily export financial data

Benefits

The Nexterna Clearview Service Order module delivers a rich set of features for maintaining customer data, understanding item service details, managing technicians, and handling service billing. It gives companies the ability to monitor performance and fine-tune their service activities to achieve higher profitability.



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