



ServiceTrak

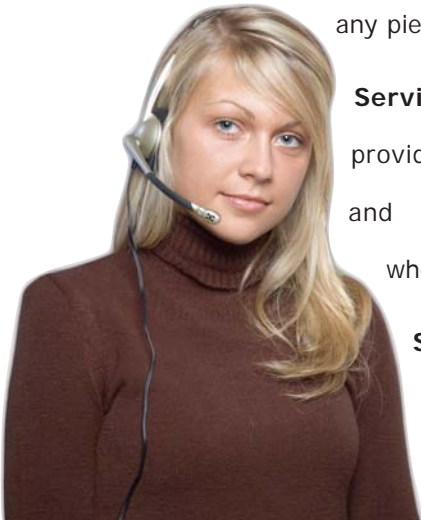


The optimal service to support and manage your estate of HHTs and associated equipment.

THE EASY WAY TO PLACE A SERVICE CALL

The unique solution from M-Netics

ServiceTrak is a unique web based solution that enables you to place service calls on any piece of equipment with a simple mouse click.



ServiceTrak also allows you to track your assets by providing detailed reports by location, equipment type and by serial number to ensure you always know where your equipment is.

ServiceTrak's sophisticated database can manage multiple service contracts with multiple equipment types delivered by different service providers.

SLA performance

Dedicated reports allow you to quickly monitor the performance of your equipment repair versus contracted SLAs. This feature also makes it possible to identify user training requirements and 'rogue' users or locations.

Equipment performance and reliability

You are able to compare all equipment types to ascertain the reliability and total cost of ownership of individual devices, groups of devices or indeed by geographical location – the choice is infinite and ultimately yours.

> The Solution

- Web based solution
- Accessible by anyone in the organisation
- Simple to use
- Automated service call placement with correct service provider

> The Service

- Can be hosted or set-up on customer intranet
- All service data automatically updated
- Management reports instantly detail SLA performance and repair items



DELIVERING ENTERPRISE MOBILITY

ServiceTrak

How does it work?

This is a list of all your assets at the specified location.

Home Inventory Recent Calls Menu Logout

INVENTORY

Site ID	Site	Unit Name	Serial Number	Service Level	Model	Contract #	Provider	Place Call
1	Windlesham (Group HO)	00000001	00000001	Next day on site swap-out	MC3000	SYM-G-1	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000001	00000001	Next day on site swap-out	MC3000	SYM-G-1	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000001	00000001	Next day on site swap-out	MC3000	SYM-G-1	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000011	00000011	Next day on site swap-out	MC70	SYM-G-1	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000011	00000011	Next day on site swap-out	MC70	SYM-G-1	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000021	00000021	3 day back to repair centre	PPT2837	SYM-B	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000031	00000031	3 day back to repair centre	PDT8037	SYM-B	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000041	00000041	Next day engineer on site	AP300	SYM-GS	Symbol	<input type="checkbox"/>
1	Windlesham (Group HO)	00000051	00000051	3 day back to repair centre	Printpad	ON-B	O'Neil	<input type="checkbox"/>
1	Windlesham (Group HO)	00000061	00000061	3 day back to repair centre	QL420	ZEB-B	Zebra	<input type="checkbox"/>
1	Windlesham (Group HO)	00000071	00000071	Next day engineer on site	VSS100	SYM-GS	Symbol	<input type="checkbox"/>

1 to 11 (of 11)

We load all of your data (device, type, serial no, location, contact details, contract type, SLA etc.) onto the database at the start of a contract.

When a piece of equipment malfunctions:

- Open the web browser (can be located anywhere i.e. company intranet, M-Netics web site etc.)
- Select the serial number
- Enter a fault code type (pull down menu)
- Select 'Place Service Call'

It's as simple as that, no need to phone the help desk or write emails and no chance of mistyping the serial number.

CALLS

System Ticket ID: 259
 Unit Name: HHT1
 Date Logged: 14/03/2006
 Status ID: Closed
 Additional Info: No Power (Will not turn on)
 Ref #: SW-02-5678
 RMA #: FFT89-01

Call Resolution Type: Repaired unit
 Close Notes: Under warranty
 New Serial Number: 00000188
 Date Resolved: 14/03/2006

Add A Fault
 Fault Type: [Dropdown]
 Fault Desc: [Text Area]
 Add Fault Clear Fields

FAULT LOG

Fault Type	Fault Desc	Fix Description	Date Fixed	Fixed?
No Power	Will not turn on	Replaced main PCB	14/03/06	<input checked="" type="checkbox"/>

Fault Type: No Power
 Fault Description: Will not turn on
 Fix Description: Replaced main PCB
 Status: Fixed
 Save Fault Update Cancel Fault Update

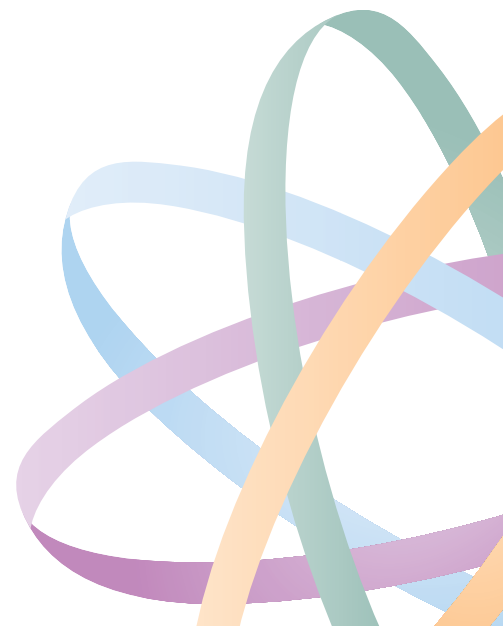
We route the service call to the appropriate service provider and confirm via email that the call has been placed. When the equipment is 'hot swapped' or repaired we enter and update any new serial numbers in the database along with pertinent job completion data such as fault repair codes.

ServiceTrak is a powerful and flexible tool and can manage multiple equipment types and multiple service contract types across 100's of locations.

ServiceTrak benefits

- Simple and easy to use
- Increases user efficiency and accuracy
- Automatically places service calls at the right service provider
- Effortless SLA performance reporting
- Accurate asset tracking
- Combines all your contracts into a single solution
- Can be located on your intranet or web site

Customers are also able to use **ServiceTrak** to manage other assets in their estate which are not on contract e.g. POS terminals, PCs and create the same reports as those items on contract.



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