

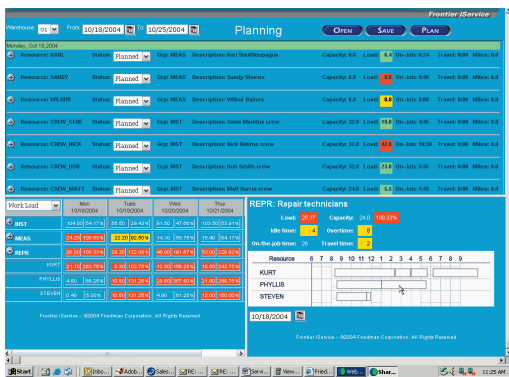


# Frontier ServiceManager

## Centralized Management of Service Activities



Frontier ServiceManager is designed to provide dimensional, configuration-based manufacturing companies the ability to streamline and centralize management of all pre-measure, installation, and repair claim service requirements. Seamless integration to existing Frontier functionality ensures additional flexibility to efficiently book, schedule, plan, track, and record completion of all service related activities in Frontier.



### Frontier ServiceManager Supports:

#### Record Service Requirement

Pre-defined service activity categories such as Pre-measure, Installation, Repair, Inspection, Walkthrough/Sign-off are utilized as the foundation for booking a service call or claim. These pre-defined service categories support the processing of the service order by allowing service parts to inherit data from existing Frontier order processing. Service orders included in the original order may be priced based on the content of the order. This allows calculating the price of services such as installation based on the products being sold on the order.

#### Assign Technician

Service dispatch calendar function to coordinate open service requests and assign technicians and vendors based on location, availability and skill set (zip code, service type, etc.)

#### Schedule Service Call

ServiceManager leverages the existing foundation of Frontier Order Promising to define technician availability, and availability

of manufactured sub-assemblies. This ensures that prior to committing a date to your customer, all factors related to the service claim are considered to support determining a realistic schedule. Schedule View and Calendar View functions allow ability to easily re-schedule and re-assign resources as needed. This application is integrated with \*PCMiller to optimize travel time for technicians or may be hyper-linked to Map-Quest to provided travel directions to the service site.

#### Cost Service Call

Service work orders are created to track material and any associated labor requirements. This allows detailed cost tracking for service calls, including labor and parts. In the event third party service vendors are utilized, a purchase order (requisition not required) may be generated.

#### Service Order/Claim Tracking

All open service orders are tracked in Frontier, and integrated with Frontier eStatus, allowing customers and end-consumers that have initiated a service call or claim to see the status of the claim, including the scheduled date and time. Open service orders are visible on-line in iService with multiple views to support monitoring and scheduling individual technicians, teams or service regions.

#### Consolidated Claim Reporting

Statistical failure analysis, service level performance and cost of service data is collected and may be analyzed to help improve service and product quality and reduce expenses.

ServiceManager is being delivered in Phases, with the first phase support service entry and scheduling in two separate applications. The second phase will be a consolidated entry and scheduling. Future enhancements which will be considered based on customer feed-back and requirements are:

- Integrated Warranty validation
- WAP enabled Scheduling (Bluetooth/Palm Pilot/CE)
- WAP enabled claim status reporting
- Bingo Card' data capturing

