

BI Reporting for Field Services.

Intelligence

- ✓ Business rules integration
- ✓ Executive Dashboard
- ✓ Statistically determined work standards
- ✓ On-Demand reporting
- ✓ Reporting Modules

Integration

- ✓ Data reconciliation
- ✓ OLAP
- ✓ ASP Model
- ✓ Zero Footprint
- ✓ Minimal maintenance & support
- ✓ Low Cost
- ✓ Scalable
- ✓ Deployable to every technician, manager, and analyst

Implementation

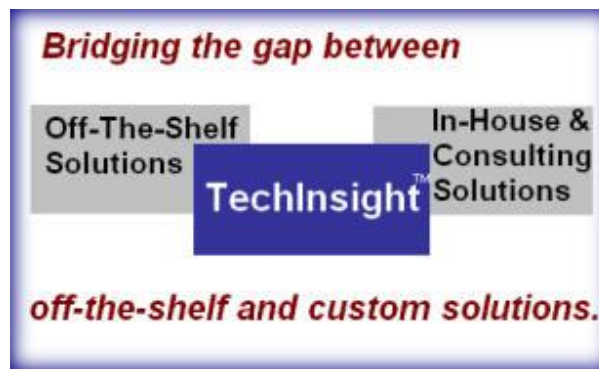
- ✓ Performance Management
- ✓ Custom reporting
- ✓ Targeted training
- ✓ Six Sigma

What is TechInsight?

TechInsight is a business intelligence (BI) reporting application designed specifically for the complexities of the field services environment. Incorporating industry standardized report definitions as well as company specific business rules allows TechInsight to provide meaningful information that is actionable.

Bridging the gap between off-the-shelf solutions and custom in-house and consulting solution gives TechInsight a clear advantage in the following areas:

- Low cost to implement and maintain (doesn't require system replacement or limited licensing)
- Has short time to break-even (within months at most companies)
- Tailored to your specific needs (incorporates your business rules and key performance indicators as well as custom reports)



Providing a solution that is :

Accurate – TechInsight incorporates your business rules and criteria for reporting, industry standardized business rules, as well as new metrics for looking at your business.

Intelligent – Calculates service order specific job standards accounting for real world variables such as geography, drive time, material codes, and other job attributes that have an impact on job durations.

Intuitive – Dashboard with key performance indicators (KPIs) allowing you to quickly interpret your operation's adherence to target, areas in need of improvement, and the impact of special projects and initiatives.

Integrated – Reconciles data from multiple platforms providing a single version of the truth across the company, accounting for all departments, all employees, and all orders. TechInsight is delivered via the ASP model so there is no system replacement, maintenance, or down time.

On Demand – TechInsight presents information instantly at all levels from technician to CEO from 2 weeks to 2 years or anywhere in between. The web interface provides intuitive drill down reporting from summarized results to the line item with a click of the mouse – providing valuable information when you need it.



TechInsight is specifically designed for field services – providing more intelligence to field service companies than any other application.

Business Rules Integration

TechInsight incorporates company specific business rules into its metrics and reports allowing for information that is pertinent to your operations. These business rules are applied to levels of the company for a consistent view of the data – eliminating the question of what criteria was used.

The flexible architecture of TechInsight allows for extremely detailed and accurate definitions of metrics such as:

Repeats - by correlating the original job code and attributes with subsequent codes and even time frames that are specific to the work performed.

Missed appointments - A,B, and C time calculations by job type, customer type, and job category.

Work time and productive time metrics allow each company to determine if meetings should be counted as productive or non-productive time.

Unit Cost – allows for technician specific wage rates, truck type, material codes, and job type overhead costs in unit cost calculations. Breaks out the unit cost by wrench time, drive time, total cost without overhead, and total cost.

Executive Dashboard

TechInsight's Dashboard provide easily interpreted information at glance. Current period summaries, year to date summaries, and visual indicators allow each user to easily zero in on the metrics that are important to the company. A single click of the mouse provides the next level of detail.

Dashboards are customized to

include company specific KPIs and are automatically updated when user defined parameters are changed.

Statistically Determined Work Standards

TechInsight incorporates order specific objective times that are calculated once the order is completed. This allows for accurate information on the primary job type, task codes, materials used, and other attributes that have a real impact on the time required to complete an order.

How the standards are determined
Work standards are not determined by a time-motion study, a committee of subject matter experts, or a gross average by job type. Instead, 3-POINT collects 18 to 24 months of detailed data from your company and performs detailed analysis to statistically develop an algorithm that fits your company with your variables.

Orders are geocoded to determine not only the geographic area but to calculate accurate drive times from the previous job to the current job. Order information is then reconciled with data from other company systems to provide a full view of the work, customer, cost, and other information. Rigorous statistical analysis is then performed to identify attributes that have a significant impact on the time required to complete an order. This data is then modeled and a custom algorithm is derived allowing TechInsight to calculate objective times of future orders with *n* number of combinations quickly.

Why this is important

Accounting for real differences in the work performed provides a

measurement tool that is accurate, defensible, and actionable. This allows for more effective performance management, easier identification of root causes, and the ability to target training needs.

Incorporating this information into a dispatch optimization engine provides significant improvements in route efficiency, appointments met, and load balancing.

On-Demand Reporting

TechInsight allows for on-demand reporting at all levels of the company from technician to CEO. The web-based interface is intuitive easy to navigate. Drill down reporting allows the user to quickly go from summary level data to individual technicians or orders with the click of a mouse. Visual indicators show adherence to target and data trends quickly. Charts and graphs provide a more visual display of the information.

Security roles and groups allow for viewing restrictions by report type, hierarchy level, and exceptions.

Reporting Modules

TechInsight allows for additional reporting modules allowing companies to further define reporting capabilities and include:

- Intra-day reporting module (RouteView)
- Contractors module
- Revenue reporting
- Inventory Tracking
- Others

TechInsight makes it easy for users throughout the company to access and leverage powerful analytic and reporting capabilities.

Data Reconciliation – TechInsight integrates data from multiple platforms and intelligently maps this data into meaningful information. Using a waterfall logic to ensure that the correct instance of data is used where there are multiple records for the work order number, premise id, and status code allows for a clear view of the data. TechInsight integrated data from a number of systems and platforms including: Oracle, People Soft, JDE, MDSI – Advantex rm – r7.7, SORTS, OMS, DB2 & Legacy systems, SAP, Utility Partners solutions, transactional databases, and other third party and in-house systems.

OLAP - TechInsight is an On Line Analytical Processing (OLAP) application that provides fast access to large volumes of summarized data through a powerful multidimensional database. Additional detail is quickly retrieved using Relational OLAP (ROLAP) producing the granular data that comprises the summary information with the same business rules applied. The multidimensional database allows data to be viewed in different slices and angles based on the parameters selected. The best part, everything ties out for a consistent, accurate view of your operations.

ASP Model - TechInsight is delivered via the Application Service Provider model allowing for quick implementation, low cost, and an impressive return on investment. This delivery method requires no new systems or system replacement, virtually eliminates the need for internal IT support, is quickly deployed throughout the company, and includes 3-Point support and analysis. The subscription based service is a pay as you go operating expense determined by the number of technicians processed each month and not priced by the number of user "seats".

Zero Footprint - With TechInsight there is no proprietary software to install and manage. Reports are simply accessed through a web browser with a Java plugin via a secure internet connection. This allows access to reports while traveling without using VPN to access your company's internal network and technicians can view their reports at home. Access to TechInsight can be limited to an IP range specific to the company upon request.

Low Cost / High ROI - Our goal at 3-POINT is to present you with the biggest "no-brainer" decision you can make this year. Our pricing model allows for fast implementation with a monthly fee that fits easily into your budget. Since the payments are spread out over time, the break even point is realized much sooner (usually within a few months) than if the full price was paid up front. After the break even occurs, the return on investment continually increases - making this an intelligent decision in both the short term and long term.

Scalable - Operations are dynamic by nature and headcounts are continually fluctuating – No problem! TechInsight automatically adds new technicians, updates reporting hierarchies, processes new job codes, and calculates driving directions in new geographies. Once an update occurs in one or more of your primary systems, TechInsight recognizes that change and takes the appropriate steps to account for it correctly.

Deployable - TechInsight can easily be deployed to every technician, manager, executive, and analyst; providing a single version of the truth and a consistent language throughout your operations. Reporting criteria is well defined, and navigation is intuitive.

Once implemented, TechInsight can be used as an effective tool throughout the company – from performance management to targeted training to support of Six Sigma initiatives.

The Implementation Process - TechInsight can be implemented quickly – usually within 2 to 3 months from receipt of a valid extract. The implementation process includes data mapping, statistical analysis, business rules definition and validation, data processing, providing access to TechInsight in a production environment, and training with documentation. Once implemented, TechInsight proves to be an invaluable tool for effectively managing your operations.

Performance Management - Accurate, defensible, performance metrics that allow you to manage with confidence. The combination of metrics provided by TechInsight allow for a balanced view of performance accounting for Quality, Safety, Efficiency, and Work Time. No more excuses or exceptions - TechInsight levels the playing field so the credit is given for tougher jobs and tougher areas. Everyone knows where they stand and performance can be managed objectively.

Timely information allows managers to address deficiencies quickly before problems progress. Pulling data for annual reviews can be done within minutes for an entire crew instead putting in a request and waiting for weeks for the results. Technicians can view their own reports and compare themselves to the crew, division, and company enabling greater control over their own performance and self-identifying areas of improvement.

Custom Reporting – The ability to incorporate custom reports in TechInsight allows analysts and sponsors to track special projects and the impact those projects have on other areas of the operations. Reports such “Average Start Time” displays when home-garaged technicians go enroute and arrive onsite to their first job every day. Track the use of special order parts or the repeat rate by material code. The possibilities are limited only by the data captured.

Targeted Training - Quickly identify who needs training in specific areas. See which supervisor “didn't get the memo” on a new process. TechInsight allows your training department to track the effectiveness of training programs by benchmarking performance before and after course completion.

Six Sigma Support - TechInsight is an effective tool for viewing your operations from a quantitative view point and lends itself especially well to the Six Sigma DMADV process (define, measure, analyze, design, verify) providing not only a benchmark but increasing levels of detail. Custom reports can be defined to track continuous improvement projects by looking at defect data by attribute. All reports can also be exported to MS Office applications for further analysis and transformation.

**For additional information on TechInsight
or a product demo please contact us:**

On the web: www.3ptt.com

Email: sales@3ptt.com

Tollfree: 1.877.258.1355

3-POINT Technologies, Inc.

10128A Airport Court

Broomfield, CO 80021

Tollfree: 1.877.258.1355

Main: 303.634.2242

Fax: 303.362.5783

**3-POINT
TECHNOLOGIES**