

**ClickSoftware**

Making Service Click

# ClickMobile

World-Class Mobility  
and World-Class Optimization



Make the Right Decision...In Real-Time



# ClickMobile

Whenever and wherever your field service employees are working, ClickSoftware's mobile solution makes data collection and decision making faster, easier and more reliable. Leveraging the powerful mobility infrastructure from Microsoft integrated into the world's leading service optimization solution, organizations can boost productivity, drive more value from enterprise systems and lower overall costs.

Gone are the days when companies were forced to choose between a strong mobility component and a strong optimization component. With ClickSoftware's ClickMobile solution, built on Microsoft infrastructure, companies get a world-class solution to tackle both optimization and mobile workforce management challenges. This combination enables you to increase productivity, improve decision-making and enable efficient data capture.

## What is ClickMobile

ClickMobile is a ClickSoftware application designed to enable service organizations to better manage and optimize utilization of their resources in the field. ClickMobile enables your field force to have the critical information they need at their fingertips, increasing their efficiency and productivity. The application supports the full range of field activities from sending and receiving real-time situation updates, managing work orders as well as speeding up manual administrative work through automated processes.

ClickMobile works fluidly with ClickSchedule and the rest of ClickSoftware's renowned ServiceOptimization Suite to create a fully optimized service chain. Utilizing data from ClickMobile, a company's optimization engine and/or dispatchers can make better scheduling decisions based on the most current information.

From the field perspective, ClickMobile wirelessly connects field service technicians to job ticket information for field activities and tasks. Field technicians can report their working hours, view service history, accept or reject job dispatches, send messages, capture signatures for proof of service, record work performed, scan barcodes for easy data entry, capture equipment or customer information, manage spare parts and, print invoices. The automatic timesheet functionality within ClickMobile eliminates the need for technicians to create manual reports related to such job activities.

The ClickMobile GIS includes a powerful foundation for adding different adapters to integrate ClickMobile data (tasks, assignments, current locations) with different map tools and different navigation applications. As well as providing navigation and routing information to the next job for the engineer, the maps can also now visually display assets, assignments and the locations of other crews and technicians.



## Key Features

- Complete range of supported devices: from simple cell-phones and smartphones to handheld devices and portable computers
- Tight integration with ClickSchedule and ClickSoftware's entire ServiceOptimization Suite
- Ability to integrate with external systems on both the server and client side.
- Variety of job dispatching methods – smart push, drip feed, daily or weekly view, and more - according to different business requirements
- Real-time optimization – reacting to changing events in the field
- Full support for work-order related activities – real-time updates, automatic acknowledgement, customer history, spare parts, work details, completion details, billing process, signature capture, printing invoices and more.
- Ability to download and upload file attachments
- Powerful forms builder allowing easy creation of data driven forms accommodating different workflows, standardised data capture and validation which enforces business processes and reduces human error at the same time
- Powerful GIS infrastructure integrating ClickMobile data (tasks, assignments, current locations) with different maps tools and different navigation applications.
- Full connection management which covers secured VPN, inter-network roaming, wireless performance optimization and more through integration with NetMotion's Mobility XE.



The combination of ClickMobile's rich functionality, with the powerful algorithms of ClickSchedule will take your organization towards the "real-time service enterprise".

- Powerful configuration – different forms based on different jobs, input validations, configurable colors, icons, layouts, audible alerts, visual notifiers, shortcuts, and many more.
- Timesheet support allowing real-time updates on engineer's working hours and absences. Also generates automatic reports on areas such as expenses and a summary of work activities completed.
- Ability to centrally configure and push software updates to all mobile users remotely, without having to perform updates to each mobile device individually
- Multi-lingual support

## Benefits

- Real time monitoring and optimization of field resources and activities
- Automatic rescheduling to meet customer commitments
- Reduces administrative costs associated with timeconsuming paperwork and phone calls
- Reduces operational costs associated with excessive travel time, repeat visits and idle time
- Enables real time optimization for better utilization in a dynamic service environment
- Shortens service lead times yielding improved customer satisfaction and loyalty
- Rapid configuration
- Redlining: the ability to draw, modify and redline maps directly from the field and send back changes to back-office systems.
- Ability to add customer specific widgets to the ClickMobile Widgets Bar. The widgets can include Service Optimization information as well as other related tools and services.
- Reduces human error by presenting structured forms with advanced validation rules.
- Eliminates the need for on-going training with in-built user Help guides
- Low total cost of ownership due to the fact that ClickMobile shares the same technology, infrastructure, logic workflows and configuration tools with ClickSchedule. Every change is automatically applicable to both solutions

## Enabling the Real-Time Service Enterprise

One of ClickSoftware's unique differentiators is that our software and decision-making abilities are structured to respond in real time to any kind of event in the field in order to automatically produce better schedules. In this way, ClickSoftware enables the creation of the Real-Time Service Enterprise, with tools that allow proactive management of the forecasting and planning process as well as day-of-service delivery. ClickMobile is one component of a broader mobility concept developed by ClickSoftware. Working closely with our location-based services solution, ClickLocate, as well as other data points such as real-time traffic update, ClickSoftware will continue to act upon any data from the field to drive higher productivity and customer service.

The world's leading service organizations recognize that in order to provide world-class service, they need decision support and optimization tools that can act upon data from the field in real-time.

ClickMobile enables your field force to have the critical information they need at their fingertips



ClickMobile. Make the Right Decision....In Real-Time

# About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time decision making, incorporating scheduling, mobility

and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.



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