

Skyware® Service Control

webbased Dispatching with Back-End Integration

What is Skyware® Service Control?

Skyware® Service Control is a web-based dispatching tool which offers a great variety of application fields. Skyware® Service Control is an open system, offers a high degree of adaptability and can be integrated into existing IT environments without any problems. Skyware® Service Control substitutes paper lists and magnet boards by graphical computer planning tables.

How does it work?

With Skyware® Service Control data from integrated IT systems can be accessed by several dispatchers at the same time.

A graphical interface for dispatching takes centre stage of the application. Workforce and vehicles are planned with clearly laid-out Gantt charts which make it easier to use resources to full capacity. The Skyware® Service Control user interface supports drag-and-drop and thus enables quick dispatching or rescheduling. Resources can be allocated directly without using the application menu or buttons.

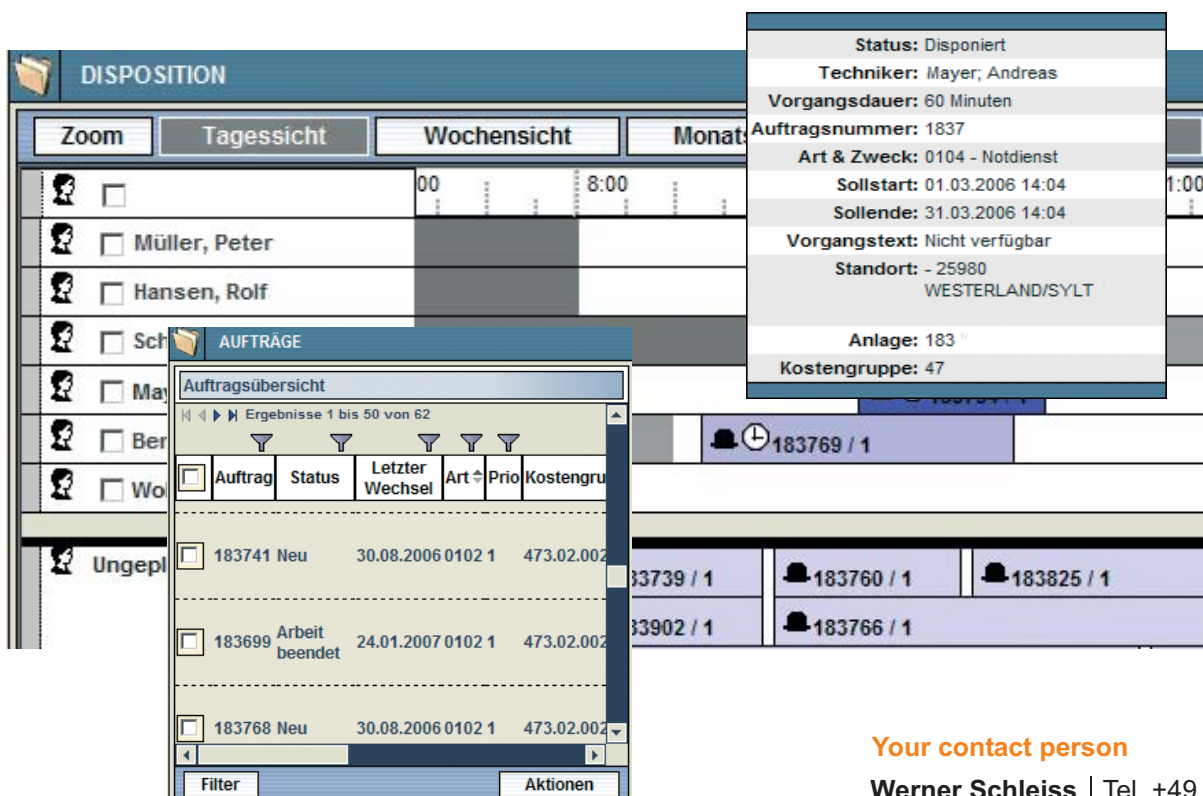
Highlights at a glance

- **Integration:** Easy integration into other computer-based processes
- **Adaption:** Easy adaptation through modular system
- **Scalability:** Support of different scenarios ranging from simple areas of application to high volume business
- **Multi-client capability:** Configuration of different resource locations and responsibilities
- **Analysis:** Immediate reporting with up-to-date analyses and statistics

Skyware® Workforce Management

Combine Skyware® Service Control with our Skyware® Mobile Service module for mobile order processing and receive a complete workforce management system.

In our product brochure you will find additional information. We will be pleased to send it to you on request.



The screenshot displays the 'DISPOSITION' interface. At the top, there are navigation tabs for 'Zoom', 'Tagessicht', 'Wochensicht', and 'Monat'. Below this is a Gantt chart showing resource availability for 'Müller, Peter' and 'Hansen, Rolf' over time. A detailed information window is open, showing task details for 'Auftragsnummer: 1837', including 'Status: Disponiert', 'Techniker: Mayer, Andreas', 'Vorgangsdauer: 60 Minuten', 'Art & Zweck: 0104 - Notdienst', 'Sollstart: 01.03.2006 14:04', 'Sollende: 31.03.2006 14:04', 'Vorgangstext: Nicht verfügbar', 'Standort: - 25980 WESTERLAND/SYLT', 'Anlage: 183', and 'Kostengruppe: 47'. Below the Gantt chart, there is a table titled 'AUFTRÄGE' with columns for 'Auftrag', 'Status', 'Letzter Wechsel', 'Art', 'Prio', and 'Kostengru'. The table lists several tasks, including '183741 Neu', '183699 Arbeit beendet', and '183768 Neu'. A 'Filter' button and 'Aktionen' button are visible at the bottom of the table.

Your contact person

Werner Schleiss | Tel. +49 30 3949 1228
Sales Manager | sales@condat.de

Skyware® Mobile Service

Order processing with mobile devices

What is Skyware® Mobile Service?

Skyware® Mobile Service is a service management solution with state-of-the-art Microsoft technology. It offers mobile access to central order data independent from any location. The solution includes an application for the service technicians' mobile devices as well as a server component with an interface to the order or dispatching system.

How does it work?

With Skyware® Mobile Service maintenance and service orders can be sent to a mobile device (PDA, industry handheld etc.). These orders can then be processed on the device in an offline modus and be completed by information like hours of work or material consumption.

After establishment of a mobile connection to the company network and the successful authorization, Skyware® Mobile Service automatically starts the synchronization. Any order information is transmitted to the order/ or dispatching system and vice versa open or new orders are being sent to the technician.

Each order can be processed with an unlimited number of intermediate order confirmations before the actual completion confirmation.

Highlights at a glance

- Communication of order data without change in format
- Paper-free assignment of orders on site (hours of work, material consumption etc.)
- Taking over order data into calendar (Pocket Outlook)
- Digital signature directly on display
- Integration of Barcode- and RFID-Scanners
- Integration of navigation software by ALK Technologies for vehicle tracking and navigation to next location
- Data compression and encryption

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