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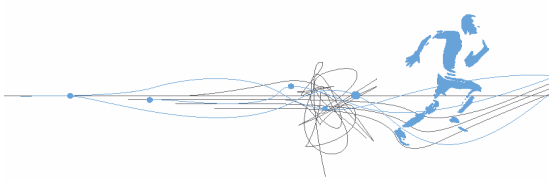


CRM Alliance Scheduler

- Technical Datasheet -

November 2004

Combining service resource planning with efficient geographical optimization algorithms and visual planning components, CRM Alliance Scheduler provides an open, reliable and fast solution for mission critical field mobility applications.

Summary

CRM Alliance Scheduler is a planning software that combines mission critical delivery and field service resource planning with the strength of geographical optimization algorithms. CRM Alliance Scheduler is tightly integrated with the back office ERP system, making it the enterprise planning software of choice for large service and commercial organizations. In addition, CRM Alliance Scheduler's scalability, efficiency and integration features make it the ideal customer choice for field service implementations.

Product overview

CRM Alliance Scheduler offers the flexibility and efficiency of geographical optimization algorithms supported by the scalability and reliability of the Java platform. CRM Alliance Scheduler is implemented as an application running on the Java 2 Enterprise Edition platform. Through its tight integration with back office ERP systems, CRM Alliance Scheduler effectively leverages the features of efficient geographical optimization algorithms to make it the compelling choice for mission-critical planning applications.

Resource Planning Manager

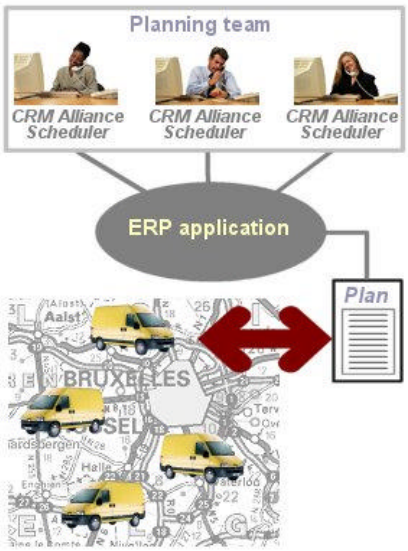
CRM Alliance Scheduler includes the Resource Planning Manager (RPM), a graphical application for day-to-day activities of dispatchers. Adaptable Gantt charts provide a visual overview of current and future activities, allowing dispatchers to manually adjust tours and task assignments. CRM Alliance Resource Planning Manager leverages all capabilities of the built-in geographical optimization algorithms with a push on a button. In addition, CRM Alliance Resource Planning Manager (RPM) uses geo-coded information to display tours and task locations.
Written entirely in Java, CRM Alliance Resource Planning Manager can be used from anywhere in the distributed environment.

Cost-based Planning

CRM Alliance Scheduler uses flexible and adjustable cost-based planning methods, allowing organizations to adapt the planning algorithms to their requirements. In some organizations, overtime is expensive. In other organizations, the cost for traveling to the client is more important than the cost for travel time. All cost-factors that have an impact on the overall quality of the planning are configurable and adaptable to the organization's requirements.

Skills and Technical Constraints

CRM Alliance Scheduler enables cost-based definitions of skill sets, allowing service organizations to reflect different skills and skill levels for their service teams. These definitions influence the cost-based planning algorithms and allow a fine-grained calculation of expected task durations.
CRM Alliance Scheduler also takes technical constraints such as weight and volume or opening hours into account in order to send the right vehicle to the right client at the right time.



Workflow

CRM Alliance Scheduler allows organizations to continuously refine workflows, while constantly monitoring the status of each task.

Integration

CRM Alliance Scheduler is the planning phase control center, while at the same time ERP modules remain dedicated to other data aspects such as task entry and debriefing. With direct integration to enterprise ERP systems, backup facilities and fail-safe options remain routine for system administrators.

Batch Scheduler

CRM Alliance Batch Scheduler enables organizations to concurrently plan specific portions of tasks in multiple countries or geographical areas in background processes. CRM Alliance Batch Scheduler exploits the strengths of the Java 2 Enterprise Edition (J2EE) platform, enabling support for massive and concurrent scheduling of large-scale service information. It scales to support over thousands of real-world service-related tasks on a single server. In addition, technologies such as multi-threaded execution and database connection pooling allow it to support multiple concurrent batch scheduler programs with excellent response times.

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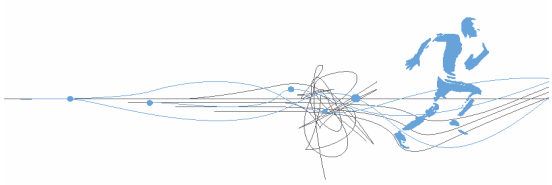


Technical Overview

Key Features

- Tour optimization algorithms based on accurate geographical information
- Visual charting components for day-to-day planning
- Supports attended and unattended planning
- Open interface facilities based on standards

Functionality

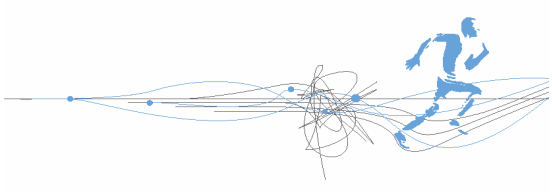
- Cost-based planning considers skills and skill levels, technical constraints
- Algorithms take contractual response time into account
- Considers opening hours and maximum weight/volume
- Has over 250 preferences to adapt the software to specific requirements

Performance

- Schedules hundreds of tasks for a large amount of service team members in minutes
- Unattended scheduling scales to the capabilities of J2EE application servers
- Delivers excellent response time to planning conflicts

Interfaces

- XML data exchange
- Generic SQL data exchange
- CRMVision Field Vision
- Centric is
- Square Service+
- Oracle Applications 3i data exchange
- Other interfaces on request



Platform Requirements

Client Hardware

All platforms supporting Java 2 Standard Edition including Windows, Linux, Solaris and HP-UX
Memory: 512 MB
CPU: 800 MHz or faster (Intel), 500 MHz or faster (RISC processors)
Disk space: 80 MB for CRM Alliance Scheduler
Swap space: 128 MB

Batch Scheduler

All Application Servers supporting the Java 2 Enterprise Edition platform

Time Distance Server

Cost-effective and fast third party component

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