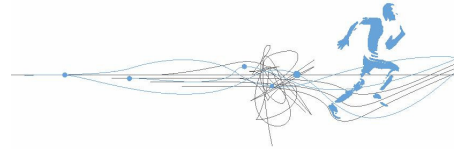




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## Keep **mobility up** and **cost down**

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Our customers have field service personnel who must be dispatched as efficiently and cost effectively as logistics allow. They rely on CRM Alliance solutions to meet these needs.

Our clients' routine business operations involve complex variables that can make or break their bottom line profit. Variables such as time, travel costs, skills, service level agreements, opening hours and others must be planned well before dispatching resources into the field, in order to avoid waste and to increase profitability.

Whether your activities involve a large sales force, numerous delivery vans or teams of field service engineers, CRM Alliance Scheduler is the enterprise planning software of choice for industries for which mobility supports the business.

### **Solutions for flexibility**

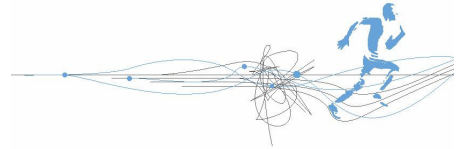
Based on an extensive field mobility experience, CRM Alliance has developed a software suite that plans the work of mobile teams and helps small to large corporations realizing great savings. For every size of company, time is money. CRM Alliance Scheduler Suite helps companies making the most of their field assets.

CRM Alliance Scheduler Suite is based on algorithms designed to make the best use of specific field resources and their geographic dispersion.

CRM Alliance Scheduler Suite provides as well solid integration with existing back-office systems whether they are standard ERP packages or in-house developments.



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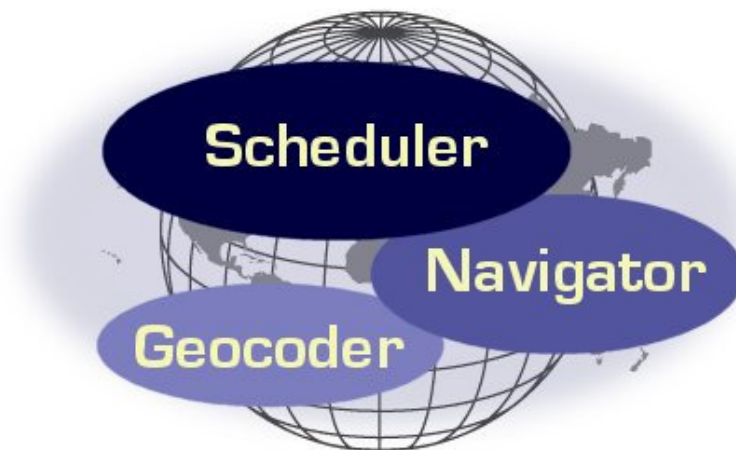
## ^ 3 components for a complete solution

CRM Alliance Scheduler Suite comprises 3 complementary modules that can run together or independently:

**CRM Alliance Scheduler** allows corporations to manage their field resources, calculate and optimize their work plans, produce reports and seamlessly feed them back into their back-office system.

**CRM Alliance Navigator** displays multiple maps and routing information allowing detailed zooming.

**CRM Alliance Geocoder** is the flexible way of locating your points of interest. Just enter an address and get GPS standardized coordinates in return. It is the most accurate way of validating and consolidating business geographical information into a database for further use.

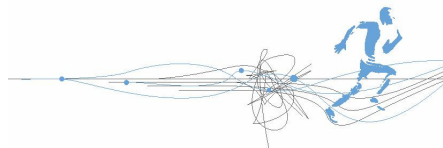


## ^ Customer advantage

- ^ Lower field service costs and service management costs
- ^ Higher customer satisfaction
- ^ Better insight into customer service processes
- ^ Validated planning and routing data including address check
- ^ More tasks in less time
- ^ Faster billing process
- ^ Less planning conflicts
- ^ Less penalties



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## ^ Think optimized!

Field mobility optimization can be applied to a large spectrum of businesses:

Just a few examples:

- ^ Maintenance of photocopier machines
- ^ Delivery of food and beverages to bars and restaurants
- ^ Mobile sales forces
- ^ Vending machines services
- ^ Installation and maintenance of TV Cables

And many more...

All these mobile activities can be efficiently dispatched based on variables such as task duration, travel costs, priority service level agreements, opening hours, skills, availabilities...

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