

Orion Service

Providing a high level of service is one of the key factors that can help you differentiate yourself from your competitors. Orion Service helps you provide your customers with the high quality of support they deserve.

- ✓ **Orion Service** offers a complete call logging and service management system ensuring effective call management in a response critical environment.
- ✓ The **Orion Service System** provides the means for focusing on the **operational functions** of your business - managing customer calls, assigning maintenance personnel to service calls, inventory of customer equipment, extensive Contract and Warranty tracking, part requisition and usage, work/timesheet logging, automatic invoicing, job costing and performance evaluation with full reporting facilities, and much, much more.
- ✓ Harness the power of technology by using **Orion Service On-Line**, a web enabled add-on to **Orion Service**. This gives field or sales Personnel direct and real time access to Orion Service via a web browser from any Internet accessible device.
- ✓ **Allow your Customers to log and track their Calls on-line.**
- ✓ On the spot Invoicing and signature capture speed up the entire billing process.
- ✓ Reduce operating costs by using **Orion Service SMS**. This add-on sends text messages to notify field staff of new calls, cutting down on lengthy telephone conversations.
- ✓ **Orion Service** comes in both single and multi user versions, operating in a windows environment with the data residing on either SQL Server or Microsoft Access. It comes as a stand-alone product, as a component module of our complete Orion Business Suite or can be fully integrated with other software applications, including leading accounting systems. Whenever the need arises it can be tailored to fit your way of operation.
- ✓ **Suitable for:**
 - All types of Service and Maintenance Companies
 - Repair Centres
 - Help Desks

- Support Centres
- Mobile Service Providers
- Consultants
- Any organisation even close to those mentioned above

Benefits

- ✓ Orion Service helps a Call Management operation be more profitable, deliver an improved customer satisfaction stream and reduce costs by freeing up time to find new ways to generate increased revenues. Achieve a full information flow directly between the service centre and the field personnel whilst retaining central control.
- ✓ Analysis of all data captured for management decision making increases the service providers knowledge of the equipment in their care, which decreases down time for the client and prolongs the life of the serviced product. This approach makes life easier and more cost effective for both the service provider and the client.
- ✓ From a **Customer Service** point of view, using Orion Service you will be:
 - Making a professional impression on your customers through increased communication and better, more readily available documentation of work carried out.
 - Supporting your field employees with effective, technologically advanced knowledge tools.
 - Able to automate time consuming administrative tasks helping to reduce the risk of human error, lessen the duplication of tasks and increase the time for your staff to focus on real time reactive customer service.
 - Tracking response time/contractual agreements throughout the service delivery process.
- ✓ From an **Equipment Service** point of view, Orion Service will:
 - Maintain quality information on customer equipment allowing personnel to draw upon equipment service history to improve resolution statistics.
 - More effectively manage and constantly improve contractual agreements through the use of the equipment knowledge base.
 - Provide your customers with detailed analysis of equipment faults enabling them to make more informed decisions when dealing with equipment suppliers.
 - Reduce equipment downtime resulting in more satisfied customers.
 - Improve stock management by analysis of spare parts usage data.
- ✓ From a **Performance** point of view, Orion Service will :
 - With the use of management reporting tools, show where improvements can and should be made.
 - Know where you are making money by analyzing field personnel performance, the costs of your contracts and which customer equipment is costing you more.

- Decrease the cost of growth for your business by taking advantages of the savings made by the use of Internet and wireless technology to communicate.
- Place emphasis on maintenance and service costs thus increasing efficiency and cost effectiveness.

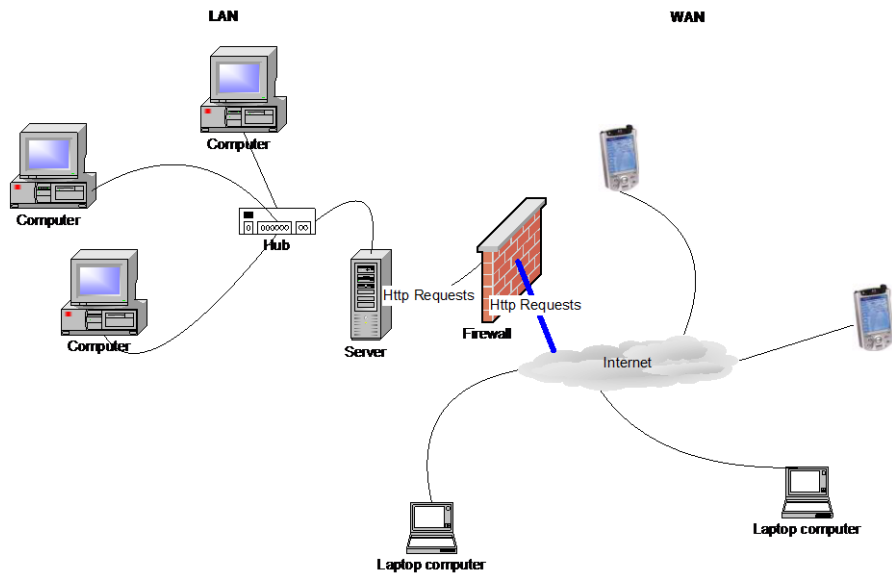
ORION Service on-line

Orion service on-line is a web enabled add-on to our Service system. This module allows field or sales personnel direct to access to the Orion service system.

- ✓ Using the most up to date technology this latest development to our Service system can give field personnel wireless access to outstanding calls via XDA's, PDA's or laptops.
- ✓ Service calls logged can be updated on site with start and finished times, hours worked, parts used or required.
- ✓ Invoices can be produced by field personnel before leaving the customers premises and worksheets can be verified using signature capture devices.
- ✓ Part requisitions and sales orders can be entered on the spot with real-time updating of back office systems.
- ✓ Follow-up calls can be logged on site for scheduling.
- ✓ Access to service call logging or call status can be made available to customers.
- ✓ The software and data is fully web based, accessible from anywhere in the world using only a browser.

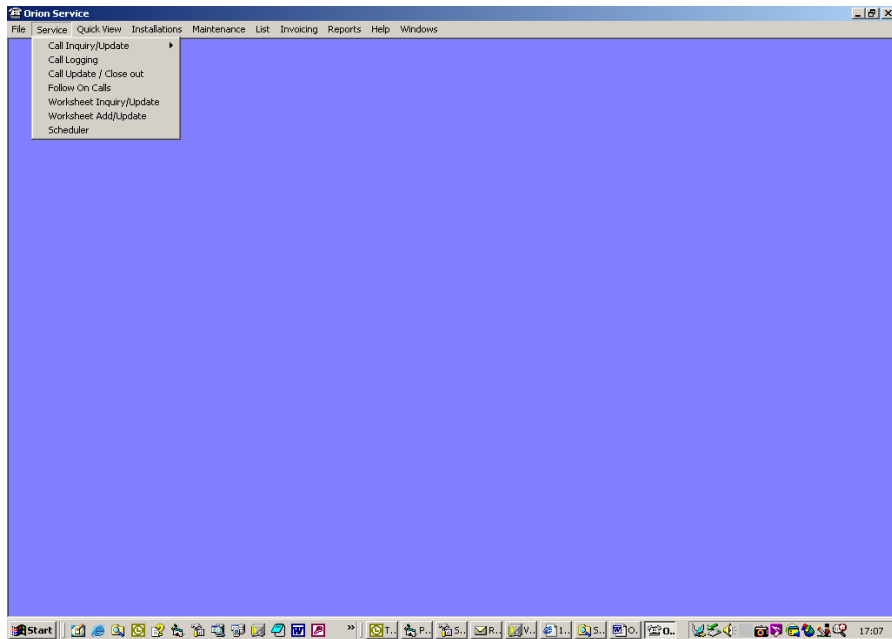
Benefits

- Real-time data capture
- On-site invoicing
- In-situ parts requisitioning or ordering
- Customer call logging
- Customer call tracking

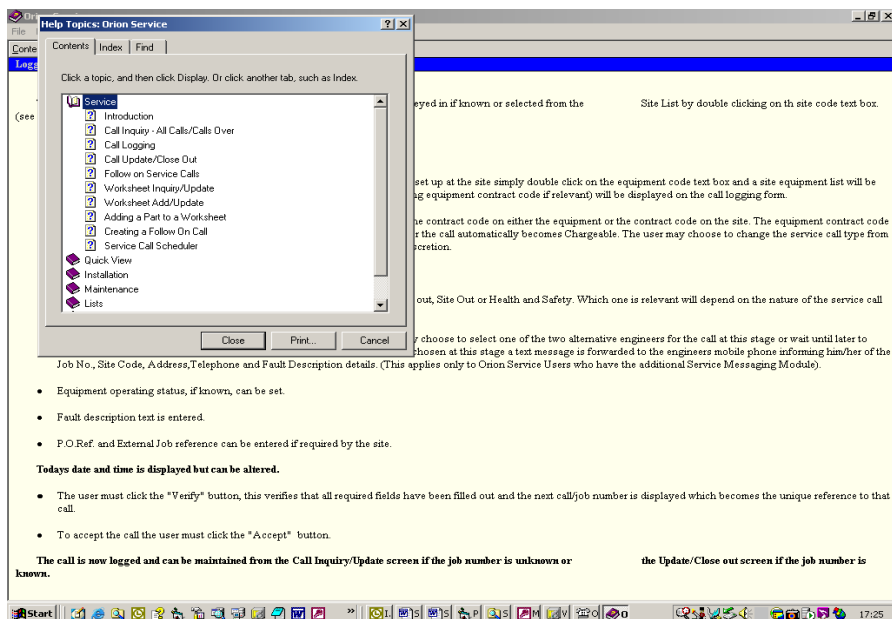


- ✓ **Ease of Use - Orion Service** has been designed to a standard windows format with flexibility in mind, thus enabling ease of use for system navigation, data administration and control.

Access to all system functions are grouped together under Menu Items on the main Orion Service screen:

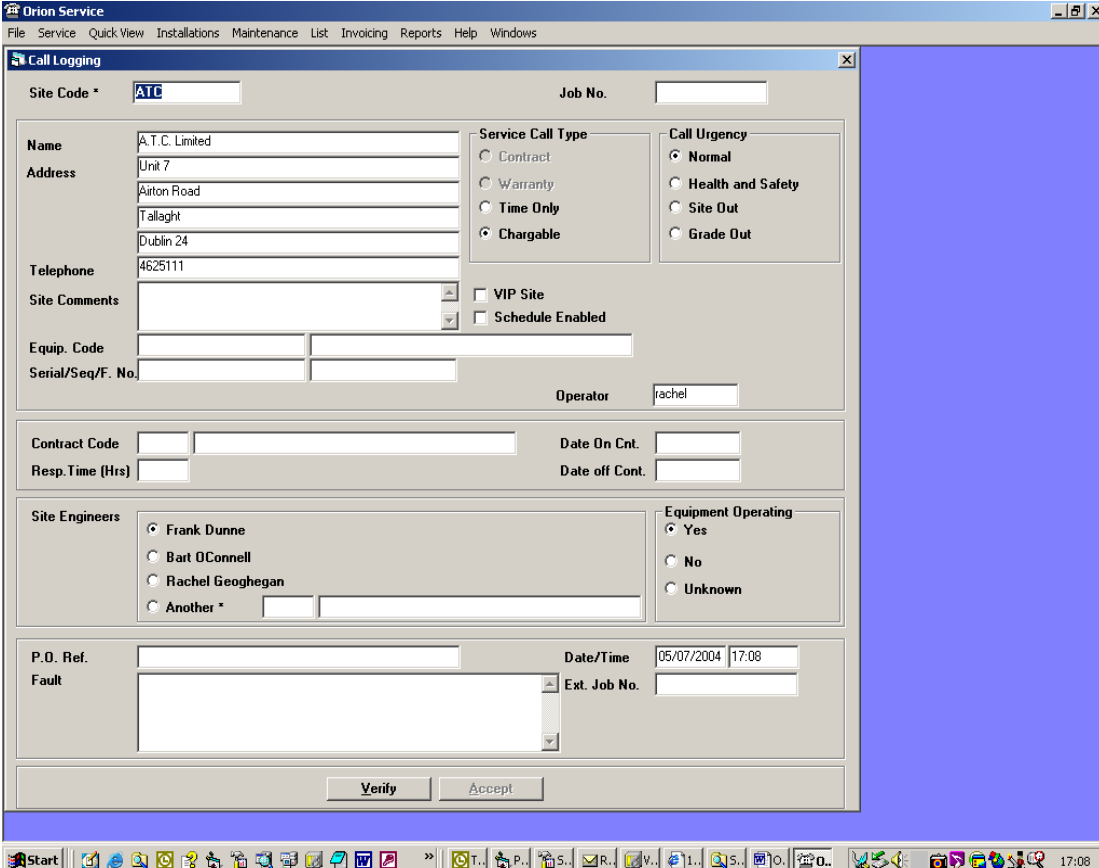


- ✓ **On-line Help** is available from all screens on the system providing the user with assistance at every step...



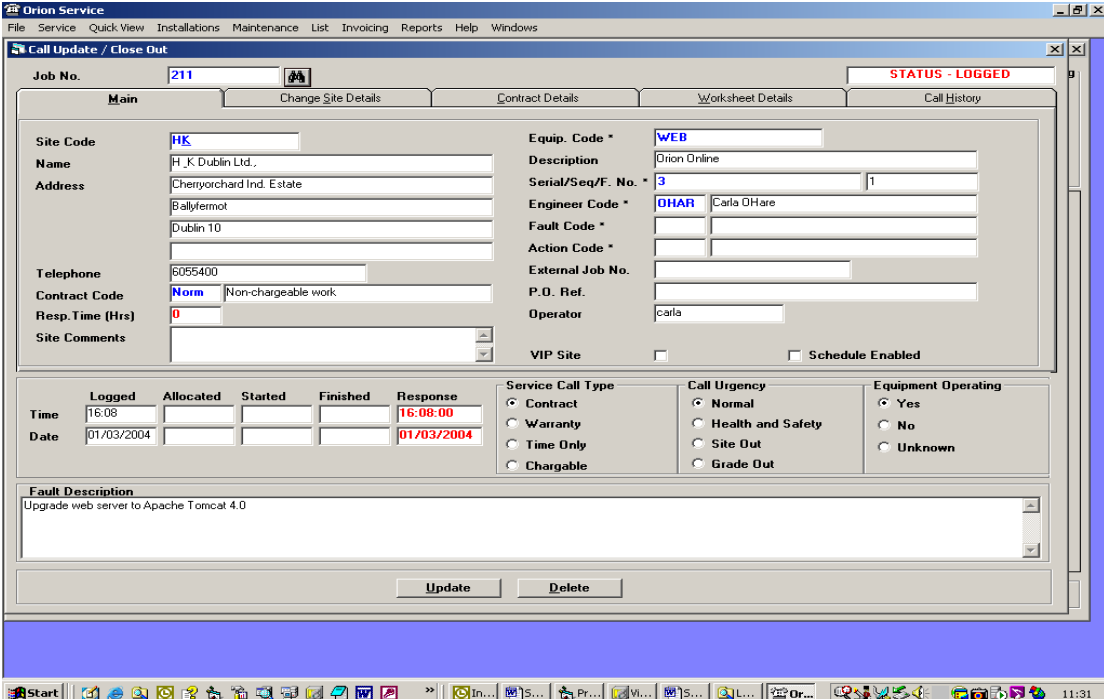
✓ Call Logging

- Call Logging is designed to minimise data entry and maximise the information available about each call.



- By selecting the Site (Customer) code from the Site List a range of crucial customer details are displayed on the call logging screen; name, address and telephone number, any site comments informing of any special circumstances for this customer. If they are a 'VIP Site' they can be dealt with accordingly from the start of the call. If their account is overdue or if they are set to an unavailable status the call handler is immediately informed.
- Three default engineers who would normally handle calls to that customer will be displayed and the call handler can choose one these or indeed any other engineer to allocate the call to.
- Next the equipment to be serviced is either selected or keyed in, a list of equipment at this site is available for selection from the Site Equipment List. If a valid contract or warranty exists for the site and/or equipment the contract details will be displayed. The contract code determines how the job will be charged and the length of time the service provider has to respond to the call.

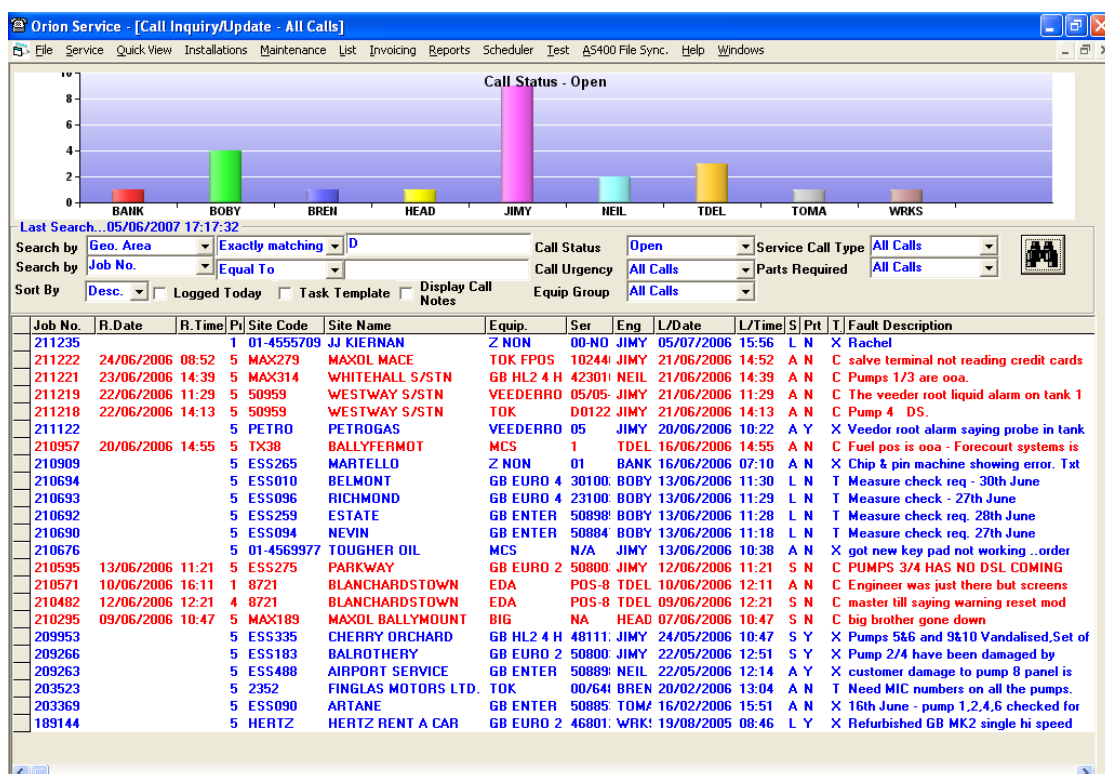
- Any relevant information about the job description can be keyed into the Fault Description text box. The Operator's ID is taken from the initial log-in security screen, the date & time are automatically recorded when the call is verified.
- Each logged call must be verified and accepted, this process assigns a unique job number to the call, which is used as a reference throughout the system.
- ✓ **Call Update**
- The Call Update screen is used to record and update vital call details at each stage of the job process.



- If at this stage a more detailed fault description is available the field can be updated. A call history feature is included which allows the user to record an unlimited amount of extra information about the call.
- The Date and Time the call should be responded to by (taking account of the contractual response obligations) are displayed. If the time lapsed has extended beyond this a message will be displayed to the user telling them of this and the response date and time will be displayed in red text.
- When the call is finished the user is prompted to enter fault and action codes both of which are essential for comprehensive call analysis.
- Work/Timesheets are added simply by selecting the Worksheet Details tab and selecting Add, this is where details of hours worked and travelled are added and parts required or used are recorded.

✓ Call Inquiry

- The Call Inquiry screen enables the user to view key call information at the touch of a button. A wide range of search options are available to quickly locate specific jobs. To view/update a displayed call simply double click the call from the list, the Call Update Form appears on your screen.



- To view only those contract calls that are over the contractual time response agreement the Call Inquiry – Calls Over Contractual Response Agreements screen is available.

Orion Service - Call Inquiry/Update - Calls Over Contractual Response Agreements

Search by: Job No., Site Code, Engineer, External Job No., Site Name, Equip. Code, Date Logged, Date Allocated, Contract Code. Call Status: All Calls, Logged, Allocated, Started, Logged Today. Call Urgency: All Calls, Normal, Health and Safety, Site Out, Grade Out. Equipment Operating: All Cases, Yes, No, Unknown.

Job No.	Site Code	Site Name	Equip. Code	Sex	Contract	Eng	L/D date	L/Time	Stat	Eq/Op	Resp.(Hrs)	Time Off
211	H&K	H & K Dublin Ltd.	WEB	3	Norm	OHAR	16:08	01/03/2004	L	Y	0	-145.22
210	H&K	H & K Dublin Ltd.	WEB	3	Norm	OHAR	16:06	01/03/2004	L	Y	0	-145.24
196	HEG	P.J. Hegarty & Sons	PD	1	QUOT	OHAR	11:19	03/11/2003	L	Y	0	-286.11
190	HEG	P.J. Hegarty & Sons	PD	1	QUOT	OHAR	16:33	03/06/2003	L	Y	0	-456.00
188	TDI	TDI Group	MEPD	01	QUOT	MAGU	12:03	08/05/2003	L	Y	0	-488.00
172	ECC	Engineering Equipment	ORION	1	NORM	DUNN	13:00	17/02/2003	L	Y	0	-580.30
171	FDS	F.D. Systems Ltd.	SICK	1	WARR	DUNN	13:00	18/02/2003	L	Y	0	-12115.36
170	H&K	H&K Canada	ORION	01	NORM	MAGU	13:00	20/02/2003	L	Y	0	-576.00
169	H&K	H & K Dublin Ltd.	ORION	1	NORM	MAGU	13:00	20/02/2003	L	Y	0	-576.00
168	H&K	H & K Norwood	ORION	1	NORM	MAGU	13:00	11/02/2003	L	Y	0	-584.00
167	HKD	H & K Dallas INC.	ORION	1	NORM	MAGU	13:00	06/02/2003	L	Y	0	-592.00
164	AGB	AGB	CALL	1	WARR	DUNN	13:00	02/01/2003	L	Y	0	-13242.49
162	CELTIC	CELTIC	CALL	1	WARR	DUNN	13:00	02/01/2003	L	Y	0	-13242.49
145	FDS	F.D. Systems Ltd.	HOLIDAYS	0	NORM	DUNN	13:00	15/11/2002	L	Y	0	-688.00
144	FDS	F.D. Systems Ltd.	WAD	1	WARR	OHAR	13:00	26/11/2002	L	Y	0	-14130.12
143	IWT	I.W.T	AS400	3	TDG	OCON	13:00	07/11/2002	L	Y	0	-14585.53
141	H&K	H&K Canada	ORION	01	NORM	MAGU	13:00	31/01/2003	L	Y	0	-600.00
121	H&K	H & K Dublin Ltd.	ORION	1	NORM	MAGU	13:00	27/08/2002	L	Y	0	-776.00
119	H&K	H & K Norwood	ORION	1	NORM	MAGU	13:00	26/08/2002	L	Y	0	-780.30
111	TDR	T. O'Reilly Electrical Ltd	ORION	1	NORM	DUNN	13:00	02/12/2002	L	Y	0	-458.30
109	ATC	A.T.C. Limited	ORION	01	NORM	MAGU	13:00	12/06/2002	L	Y	0	-864.00
64	FDS	F.D. Systems Ltd.	EDAS400	7	WARR	DUNN	13:00	14/06/2002	L	N	0	-18087.27
56	FDS	F.D. Systems Ltd.	TS	4	WARR	OHAR	13:00	01/01/2002	L	N	0	-22020.43
55	FDS	F.D. Systems Ltd.	ED	2	WARR	OHAR	13:00	01/01/2002	L	N	0	-22020.43
54	FDS	F.D. Systems Ltd.	AM	1	WARR	OHAR	13:00	01/01/2002	L	N	0	-22020.43

✓ **The Call Scheduler**

- The Call Scheduler provides planner type visibility of any four week period on the calendar - this can be directed onto a plasma screen so the (future) call schedule can be viewed at a glance by anyone.

Orion Service - [Call Scheduler]

Calendar Activities - Historical Data

Month To View: 02/02/2004

From: February, To: February

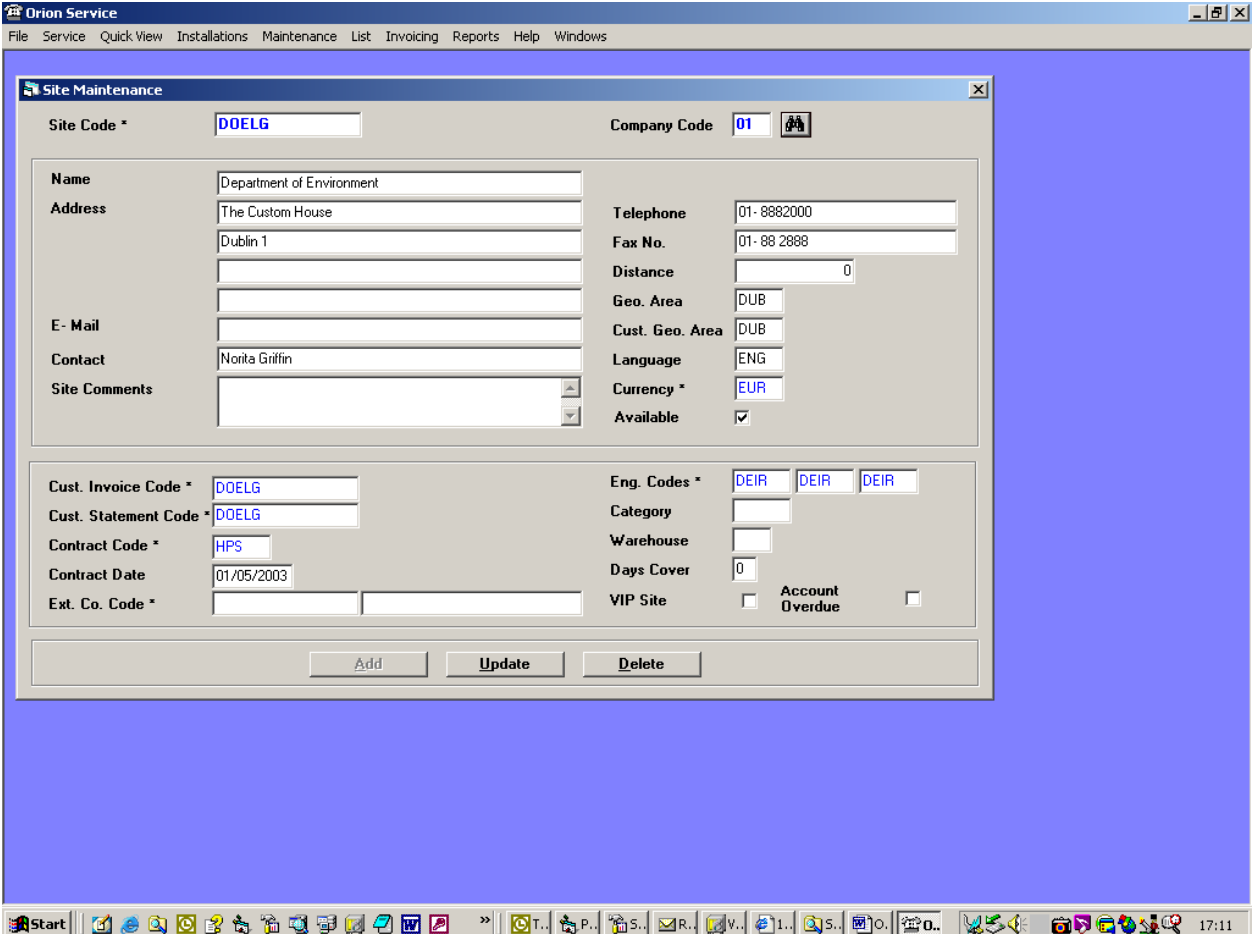
Search by: Site Code, Site Name, Eng. Code, Equip. Code, Contract Code, Fault Code. Call Status: All Calls, Open, Finished, Scheduled Calls Only. Call Type Selection: All Calls, Installation Only (All Installation Calls), Service Only (All Service Calls, All Urgency).

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2	3 203 MAGU H&K Canada 204 MAGU H & K Dall	4	5 205 GE0G Washtek Ir 206 OHAR P.J. Hegar 207 OCON IWT Campbe	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24 208 OCON I.W.T	25 209 GE0G Mercury He	26	27	28	29

- There are a range of Selection options available to make it easy to display the desired schedule.
- This feature is most useful to Engineers who wish to see their schedule for a given period or for the Service manager who wants to see how the monthly schedule looks or how the historical schedule looked.
- If the user wishes to see more details on the calls for a specific date or update one of those calls they can double click on the particular date and the Call Inquiry Screen loads up the calls scheduled for that date, from there they can update a call by simply double clicking.

✓ **Data Administration**


- Well maintained files are the key to any efficient software system, each piece of information recorded by the Orion Service System plays a crucial role in the successful operation of the system.



Orion Service

File Service Quick View Installations Maintenance List Invoicing Reports Help Windows

Site Maintenance

Site Code * Company Code 

Name

Address

E- Mail

Contact

Site Comments

Telephone

Fax No.

Distance

Geo. Area

Cust. Geo. Area

Language

Currency *

Available

Cust. Invoice Code *

Cust. Statement Code *

Contract Code *

Contract Date

Ext. Co. Code *


Eng. Codes *

Category

Warehouse

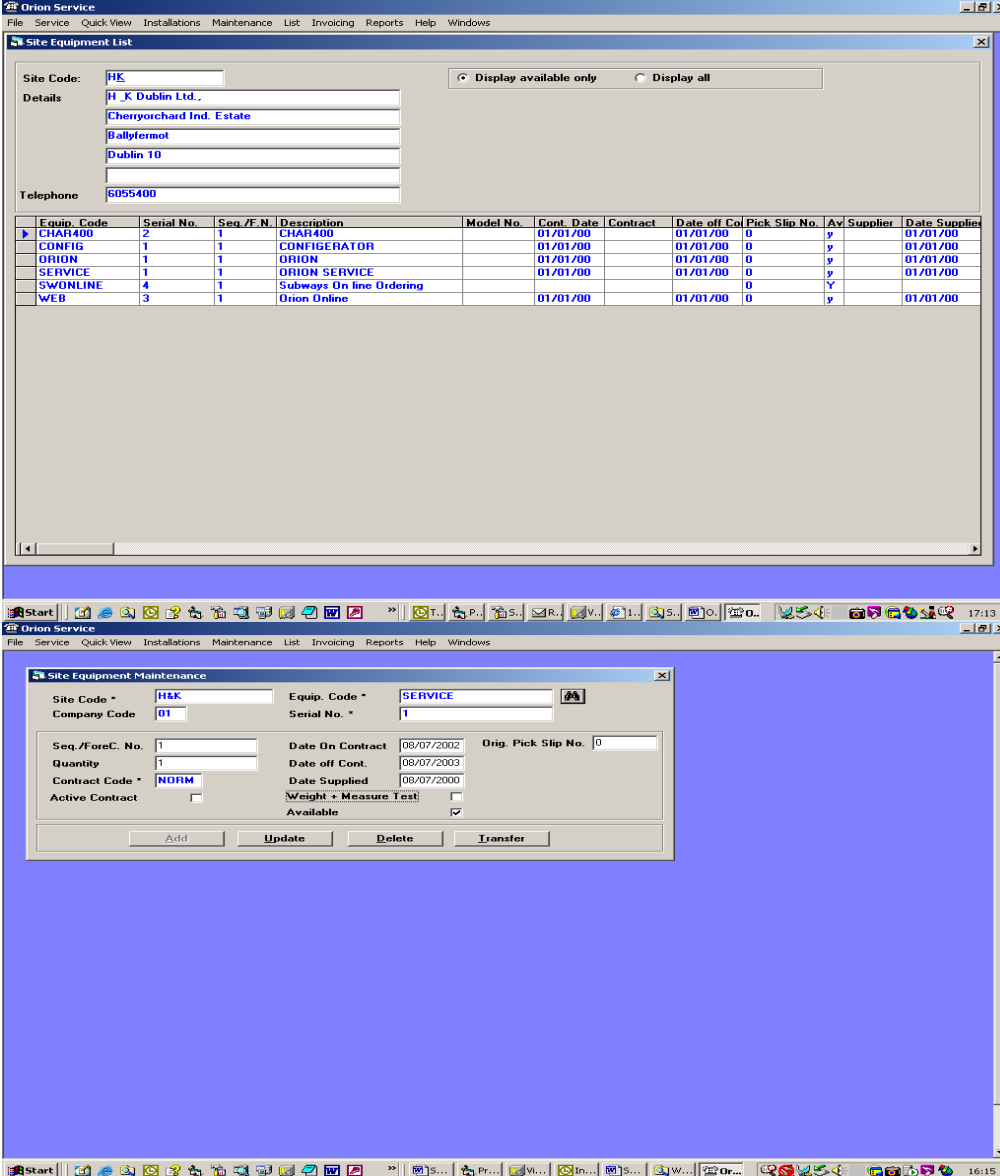
Days Cover

VIP Site Account Overdue

Start  17:11

- To achieve this we have included a maintenance option on the main menu, which provides a user-friendly yet comprehensive interface to the database.
- Files which can be maintained include Action, Caption, Contract, Contract Charges, **Customers**, Engineer, Equipment Types, Fault Types, Installation Call Types, External Company, **Parts**, Site, Site Equipment, System Parameters, Supplier Rates, Users and Worksheet Charges. Lists of all these files are available throughout the system.
- The interfaces to the above files follow a standard layout hence increasing user familiarity.
- A Sample maintenance screen as shown above is Site Maintenance - to set up a new site, enter the site code and press the enter key (or click the search button).
- If the site code already exists the site details will be displayed and the user will be presented with an option to Update or Delete the record.
- If this site does not exist, all site details must be added and any mandatory fields will be validated before the record is added.

- Equipment at each site is set up from the Site Equipment Maintenance screen, relevant warranty and contract details are recorded here. When logging/updating calls the user is prompted to select the relevant piece of equipment from the Site Equipment List displayed below.



The screenshot displays two windows from the Orion Service software. The top window, 'Site Equipment List', shows details for site 'H&K' and a table of equipment. The bottom window, 'Site Equipment Maintenance', shows a form for editing equipment details.

Site Equipment List Details:

Site Code: H&K
 Details: H_K Dublin Ltd., Cherryorchard Ind. Estate, Ballyfermot, Dublin 10
 Telephone: 6095400

Equipment List Table:

Equip. Code	Serial No.	Seq./F.N.	Description	Model No.	Cont. Date	Contract	Date off Cont.	Pick Slip No.	Av.	Supplier	Date Supplied
CHAR400	2	1	CHAR400		01/01/00		01/01/00	0	y		01/01/00
CDNFIG	1	1	CONFIGERATOR		01/01/00		01/01/00	0	y		01/01/00
ORION	1	1	ORION		01/01/00		01/01/00	0	y		01/01/00
SERVICE	1	1	ORION SERVICE		01/01/00		01/01/00	0	y		01/01/00
SWONLINE	4	1	Subways On line Ordering					0	Y		
WEB	3	1	Orion Online		01/01/00		01/01/00	0	y		01/01/00

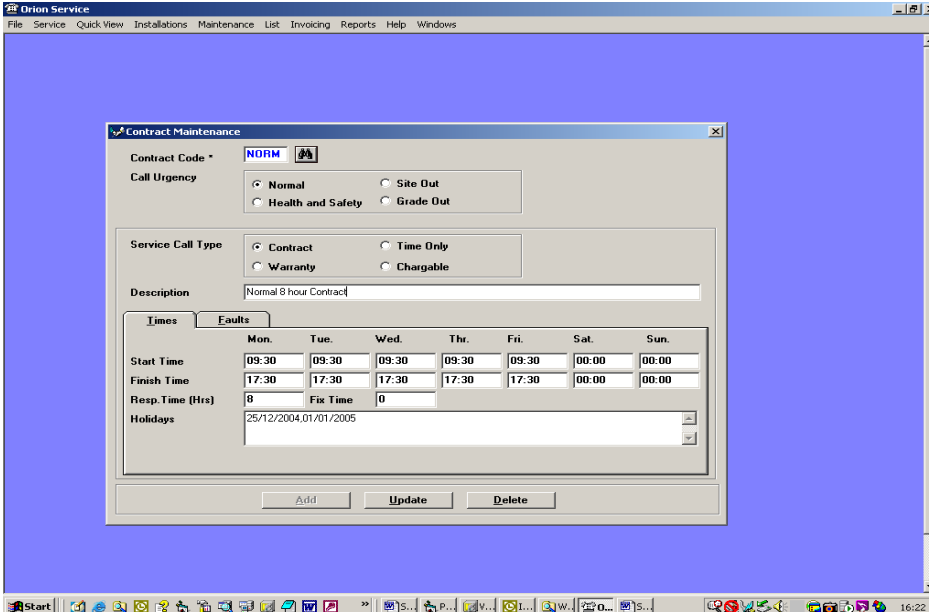
Site Equipment Maintenance Form:

Site Code: H&K, Equip. Code: SERVICE, Serial No.: 1
 Company Code: 01
 Seq./ForeC. No.: 1, Date On Contract: 08/07/2002, Orig. Pick Slip No.: 0
 Quantity: 1, Date off Cont.: 08/07/2003
 Contract Code: NORM, Date Supplied: 08/07/2000
 Active Contract: Weight + Measure Test: Available:

✓ Contract Maintenance

- Contract Maintenance within the Orion service System provides the means for managing contracts between you the service provider and each of your clients. Contracts may be general to suit several clients or specific to suit only one.

- To set up a new contract enter the contract code, if it already exists the contract details will be displayed and can be edited .If not add the relevant contract details.
- Key features of contract maintenance include call urgency, Call Type, contract start & finish times, response and fix times.
- Any dates upon which service will not be provided can also be included. The list of faults covered by the contract can also be specified in the faults tab.



Orion Service

File Service Quick View Installations Maintenance List Invoicing Reports Help Windows

Contract Maintenance

Contract Code * **NORM**

Call Urgency

Normal Site Out
 Health and Safety Grade Out

Service Call Type

Contract Time Only
 Warranty Chargable

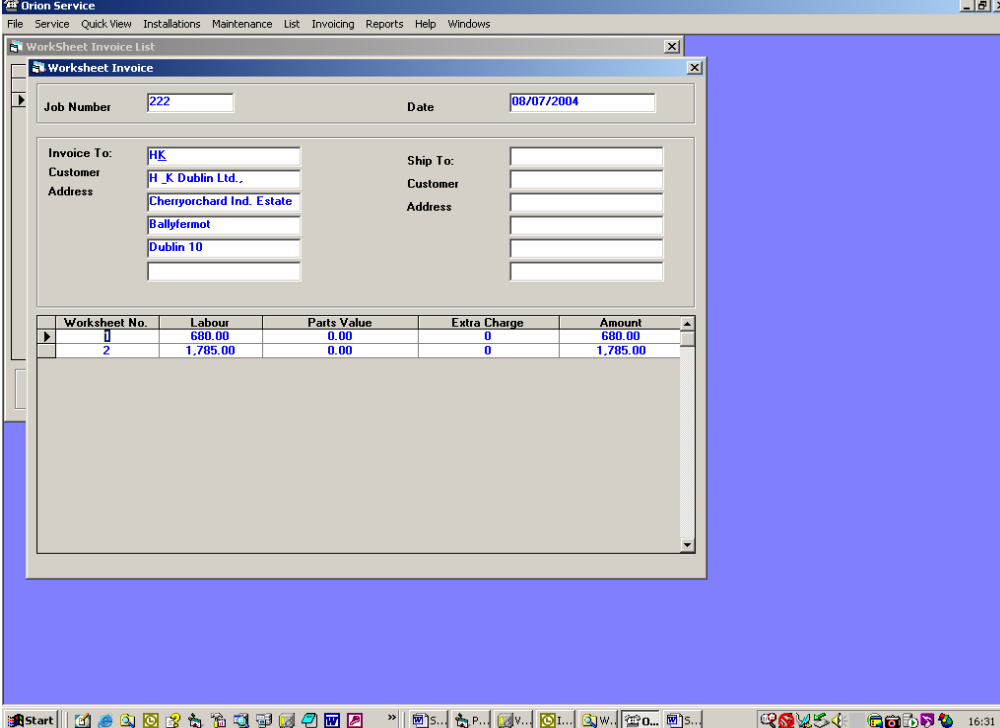
Description
 Normal 8 hour Contract

	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
Start Time	09:30	09:30	09:30	09:30	09:30	00:00	00:00
Finish Time	17:30	17:30	17:30	17:30	17:30	00:00	00:00
Resp. Time (Hrs)	8	Fix Time	0				
Holidays	25/12/2004, 01/01/2005						

Add Update Delete

16:22

✓ Automatic Invoicing

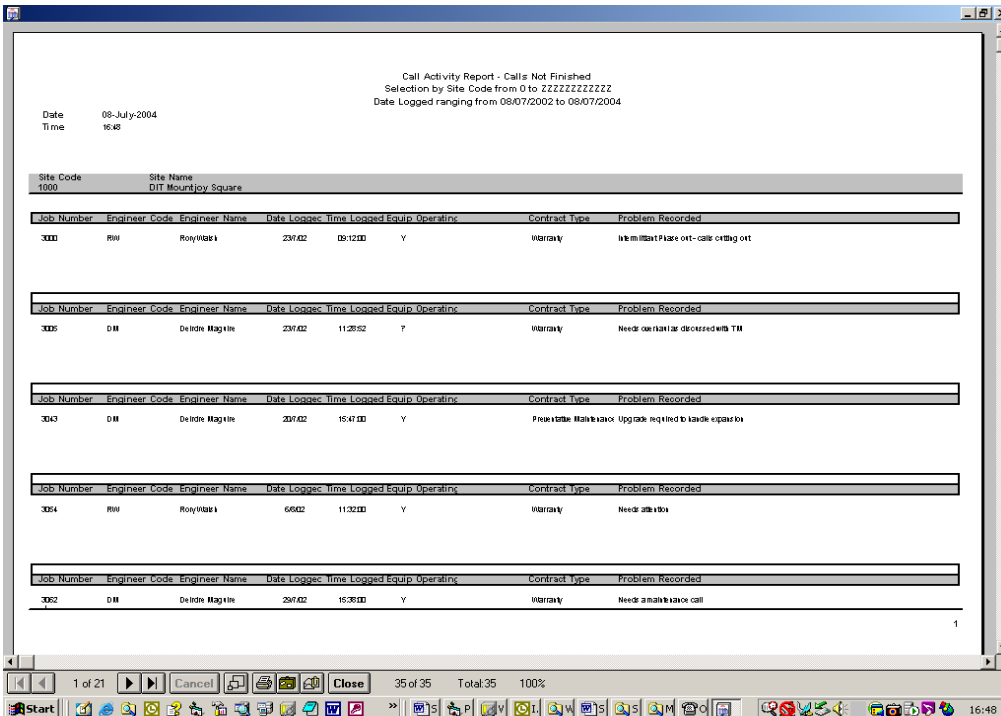


Worksheet No.	Labour	Parts Value	Extra Charge	Amount
1	680.00	0.00	0	680.00
2	1,785.00	0.00	0	1,785.00

- The Orion Service System provides the facility to automatically invoice finished jobs.
- Charges are calculated from the worksheets attached to each job and vary depending upon the grade of the service engineer who attended the job. The charge for each grade of engineer is set up within the worksheet charges file maintenance program.
- Work time and travel time are calculated at the appropriate rates (normal, time & Half, double). If extra or miscellaneous charges arise they can also be recorded on the worksheet.
- Each line on an invoice can be edited by the service manager, which allows charging flexibility. The Invoice details can easily be integrated with your existing financial software by producing a file to import in, calling external programs to import this data etc. This is obviously dependant upon the level of system integration needed by individual Orion Service users.

✓ Reports

- A wide range of service management reports give full analytical access to the database, increasing the service providers knowledge of the equipment in their care, which decreases downtime for the client and prolongs the life of the serviced product.
- All reports can be exported to common file formats including Microsoft Office for further management analysis.
- The **Call Activity Report** displayed below gives access to what calls are actually on the system – this report would be run regularly to inform the service manager of exactly which calls remain outstanding on the system:



Call Activity Report - Calls Not Finished
Selection by Site Code from 0 to ZZZZZZZZZZZZ
Date Logged ranging from 08/07/2002 to 08/07/2004

Date: 08-July-2004
Time: 16:48

Site Code: 1000
Site Name: DIT Mountjoy Square

Job Number	Engineer Code	Engineer Name	Date Logged	Time Logged	Logged Equip. Operator	Contract Type	Problem Recorded
300	RH	Roy/Hick	23/02	08:12:00	Y	Warranty	Initial install - call - call being out
305	DM	Delide Maglie	23/02	11:25:52	?	Warranty	Need on call or discussed with TM
303	DM	Delide Maglie	20/02	15:47:00	Y	Pre-emptive Maintenance	Upgrade required to handle expansion
304	RH	Roy/Hick	09/02	11:32:00	Y	Warranty	Need on call
302	DM	Delide Maglie	29/02	15:36:00	Y	Warranty	Need a maintenance call

1 of 21 | Cancel | Close | 35 of 35 | Total: 35 | 100%

- The Call Analysis Report provides an invaluable management tool to evaluate how well you are performing on your contract and warranty service calls. Every contract set up within Orion Service has an agreed response time and each day of the week has designated hours within which the service company is expected to respond to service calls logged (Contract Maintenance).
- This report details the expected response time, the downtime (the time it took to attend to the service call taking account of the contract response days and times) and the time difference between the expected response time and the downtime.

✓ **Call Analysis Report**

Call Analysis Report - Finished Calls (All)
Selected for Contract from 0 To ZZZZ
Date Logged ranging from 01/01/2002 to 08/07/2004

Date: 8/7/04
Time: 16:46

Contract Code: C508
Description: 5 Day Contract Normal Long
Site Code: 1000
Description: DIT Moundjay Square

Job No.	Eq. Code	Block	Operating	Est. No.	Status	Fault Description	Action Code/Desc.	Fault Code/Desc.	Date Logged	Date Finished	Cost/Resp.(hrs)	DownTime	Time Diff
301	D11	EIRCONSET	N		F	Cabled - no:8 spk:omeit	6002 Retrived to resite	1003 Wear and Tear	23/07/2002 09:14	25/07/2002 12:30	C000 0	54:24	-48:24

Subject No./Desc:
Pittback In/Resite
Pittback In/Resite

Total DownTime for site: 54:24
Total Time Diff. for Site: -48:24
Total No. Of Jobs: 1

4 of 9 | Cancel | Close | 16 of 16 | Total:16 | 100%

- Statistical and Graphical Reports include analysis of engineers performance, Breakdown of call types and the Fault Types of Finished Calls.

