

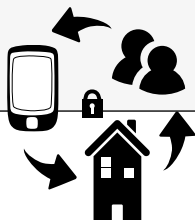
Field service organizations face tough competition and must be a reliable profit generator and a key differentiator. This means delivering high quality services and boost productivity of the field technicians at the same time. Also, service organizations are expected to identify cross selling opportunities. More than 15.000 service technicians daily use ePocket Handyman as their preferred tool for mobile data capture.

## HANDYMAN *mobile service software*

– the standard solution chosen all over the world!

### MORE THAN 1300 CLIENTS ARE REALISING THE FOLLOWING BENEFITS:

- ✓ Fast implementation and roll-out
- ✓ Increased productivity
- ✓ Reduced back office efforts
- ✓ Rapid invoicing
- ✓ Increased service quality
- ✓ Reduced service costs
- ✓ Streamlined workflow
- ✓ Drive quality and growth
- ✓ Increased customer satisfaction
- ✓ Better documentation
- ✓ Consistent service levels
- ✓ Minimal paperwork
- ✓ Outstanding usability



Handyman addresses the requirements of a service organization in speed, efficiency and simplicity:

Technicians receive work orders on their mobile devices, they get assistance and information they need to complete the job, and Handyman enables the technician to manage spare parts and to complete job-end reports direct at the customer site.

All this is delivered through a standard application that is fast to deploy and easy to configure: **quick · smart · easy.**

#### HANDYMAN FEATURES AND FUNCTIONS

Full support for all activities of a technician. Detailed information on new jobs displayed on the mobile device. Read, modify and create attachments of an order.

Take photos with the mobile device, complement them with free-hand drawings or comments and attach them to the order. Create new orders while on the customer site. Manage spare parts and assets. Record time and expenses.

Complete checklists. Add own signature and customer signature for approval.

Capture all information required for quality assurance and back-office processing. Send information back in real-time and receive new work orders.

## THE FOUR FUNDAMENTAL CORNERSTONES IN OUR DEVELOPMENT



### MOBILITY

Handyman runs on Windows Mobile PDA devices that any technician can carry easily with him during his working day. Synchronization enables the technician to use Handyman independently of network coverage.

### USABILITY

Contrary to an office worker, short-comings in usability and functionality of the tool have great impact on the technicians performance as remedies like experienced colleagues and versatile office equipment are out of reach. Handyman is designed to be a stalwart companion of the technician in his day to day work. Over 1.200 customers with more than 15.000 technicians prove Handyman lives up to this promise.

### FLEXIBILITY

No two field service organizations are the same. While all follow the same basic process each has individual requirements. Handyman can easily adapt to the particular requirements of any field service organization without programming skills.

### STANDARDS AND BEST PRACTICES

Contrary to many other solutions, Handyman is a true standard software. Comprehensive functionality and best practices distilled from several hundred customer installations are readily available out of the box.



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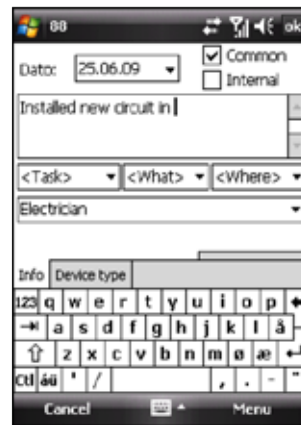
**Any question** regarding implementation of Handyman in your department or company will be answered by sending an **e-mail** to: **international@epocket.no**  
Or read more about Handyman on our website: [www.epocketsolutions.com](http://www.epocketsolutions.com)

Handyman is a powerful tool to address the improvement potential of today's field service organizations. It is used for all kinds of service engagements, be it installation, maintenance, repairs or new order generation.



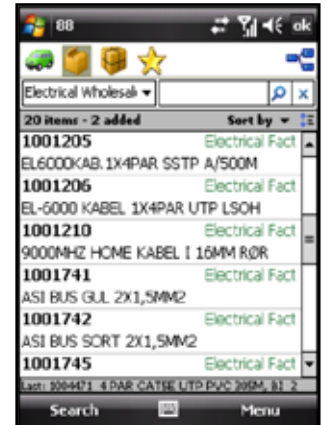
### HOURS

The "Hours" tab is where all work hours, travel expenses etc. related to an order are recorded. The selection list for salary or cost codes is created in Handyman Administrator or in the leading IT system.



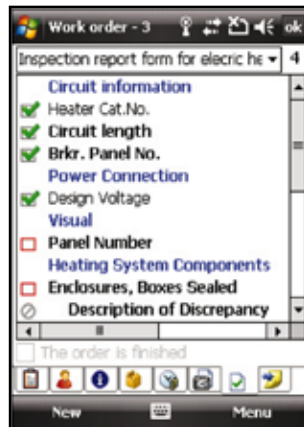
### DESCRIPTION

Descriptions can be entered by using predefined dictionaries and/or with free text entries. The number and content of the dictionaries can be freely defined and linked to different service technician groups.



### ASSET & SPARE PARTS

Access to own, depot and stock of other technicians. Documentation of any added or removed item. User friendly search functionality.



### CUSTOMIZED CHECKLISTS

Set of ready-to-use checklists available out-of-the-box. Creation of new checklists within minutes without programming skills. Various field types. Logical dependencies of fields. Mandatory and optional fields. Optional validation of data available.



### DOCUMENTATION

It is easy to add different documents in Handyman. These may be photos, sketches, excel or word documents which are all editable. If data from an external system shall be retrieved, this can be done in this window of Handyman PDA.



### GPS & MAPS

Handyman is closely integrated with common navigation software like TomTom and the PDA's built-in GPS functionality.