

KUDOS

Service Management Solution

- Introducing Service Management***
- Introducing KUDOS***
- Some key issues and relevant facts***
- Overview of Frontline and our Product Portfolio***

IBM Newcastle

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Frontline Consultancy

E-service

4

Service benefits to the business

MARGIN



E-service

4

Service benefits to the business

REPUTATION



E-service

4

Service benefits to the business

REPEAT BUSINESS



Frontline



Frontline



- **Field Service Engineer Management**
- **Repair Workshop Management**
- **Warranty Contract Management**
- **Loan Inventory Management**
- **Customer Relationship Management**
- **Back-Office System Integration**



Next Generation e-business

Fast
Real World
Secure
Available
Real Time
Reliable
Intelligent
Flexible
Open

Infrastructure

IBM @server. For the next generation of e-business.

Application Flexibility

Common
Application
Development



```
int from;
signed int num, count;
if (itable[i].
break;
printk("warning:
break;
printk("warning
else {
itable[i].num
itable[i].fr
itable[i].ad
itable[i].as
p->next = al
return;
return;
return;
return;
```



IBM @server. For the next generation of e-business.

A few relevant facts

4

- ***Domino (our application platform) has 90 million world-wide business users***
- ***Domino has 49% of its European market (nearest competitor 32%)***
- ***Release 1 in 1988***
- ***Release October 6, 2002***



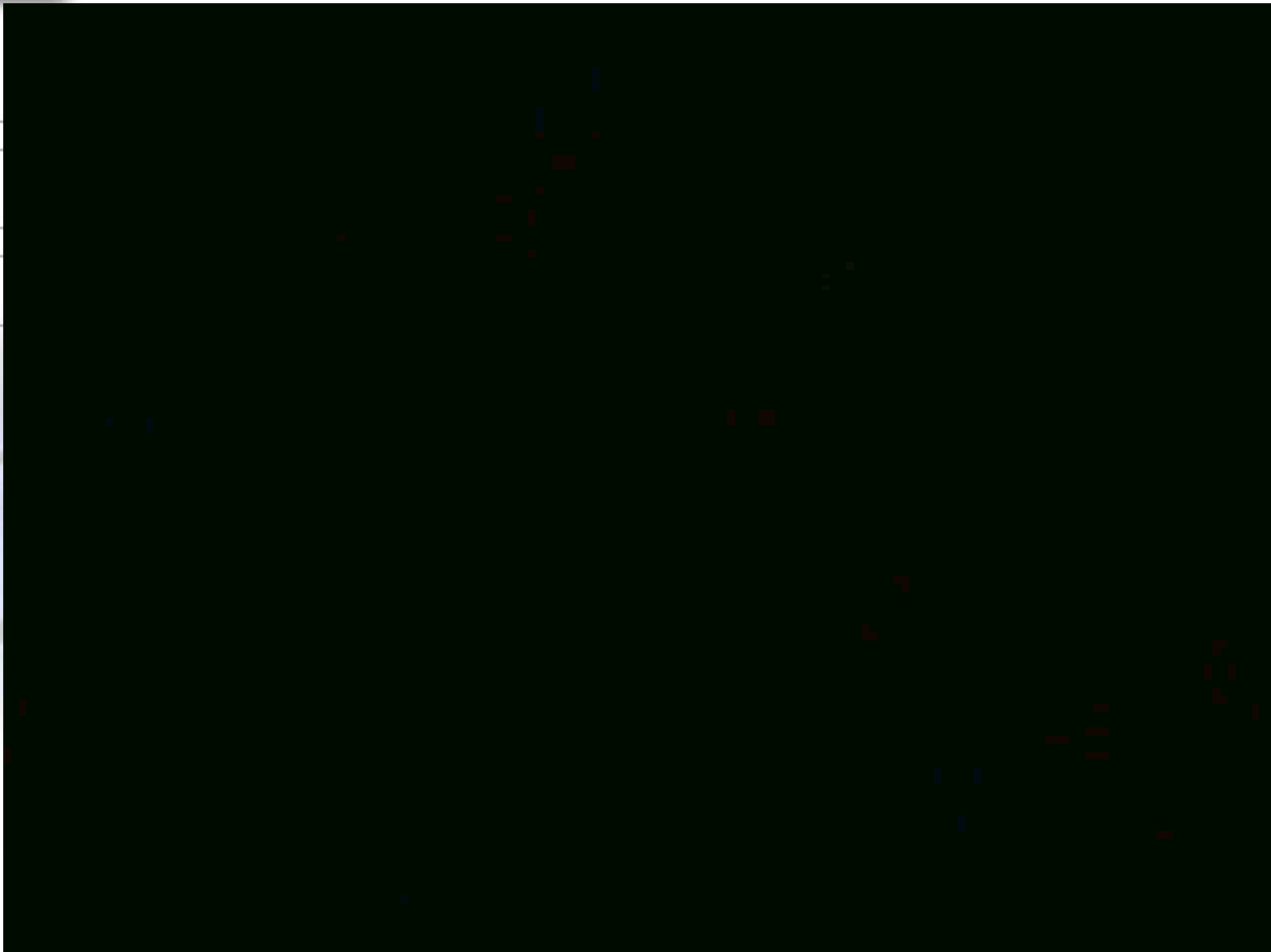
A few relevant facts

4

- Domino is #1 in mobile working for last five years (Gartner Research)***



Service scenarios



Business Benefits Case Study.....

Your service chain

Costs

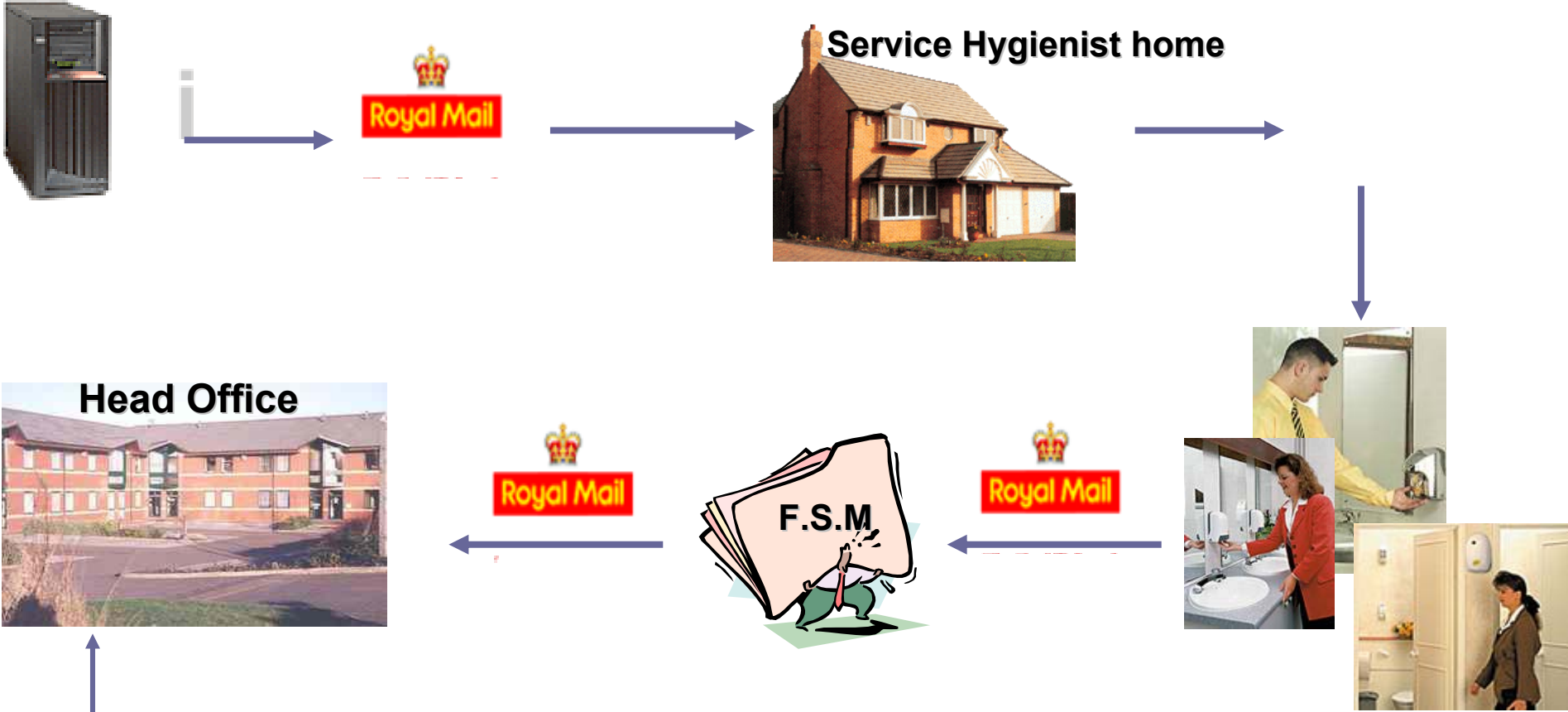
Automated service chain

Other identified issues

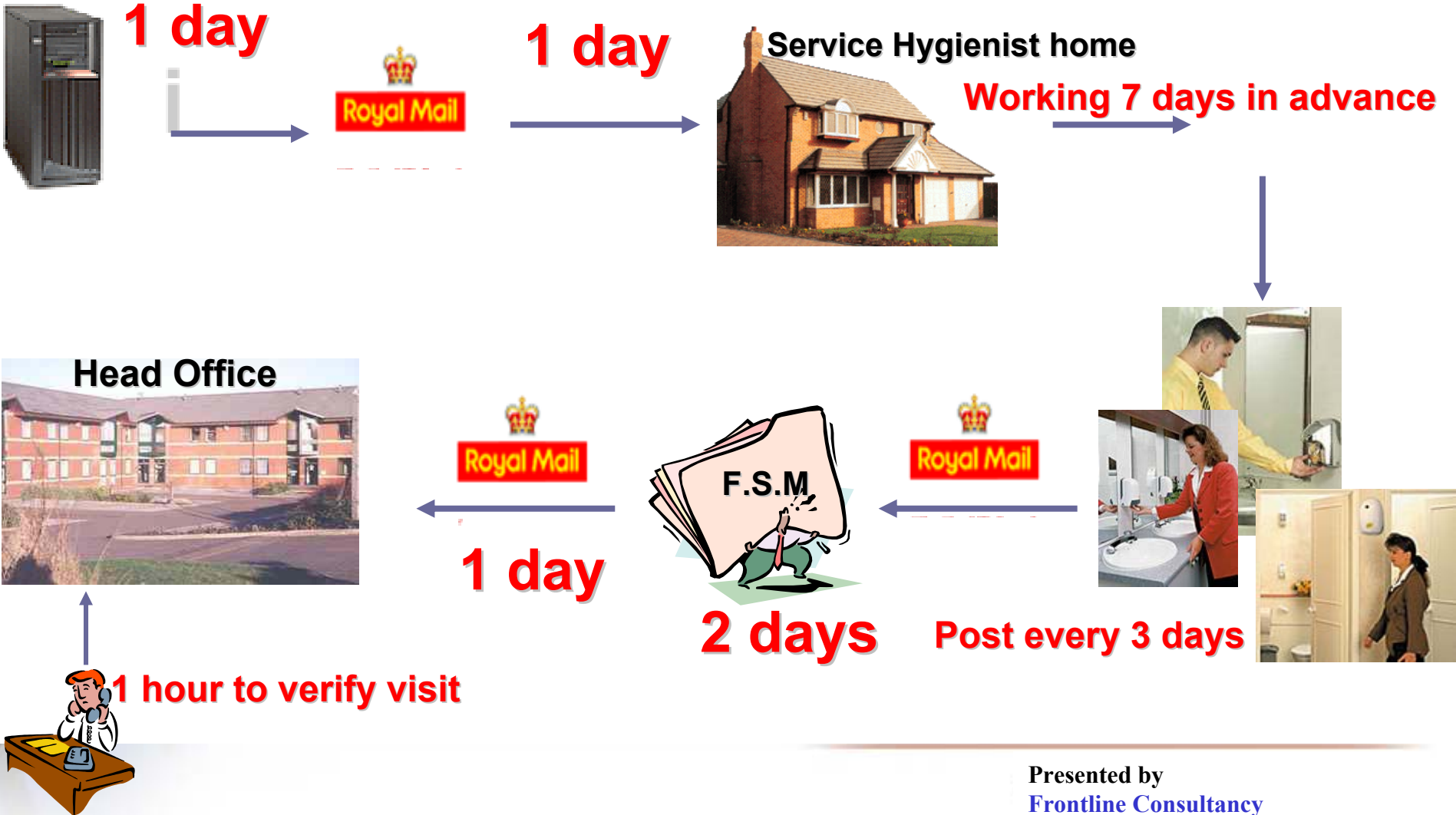
What KUDOS will deliver



Service Chain



Service Chain



Costs Per Month



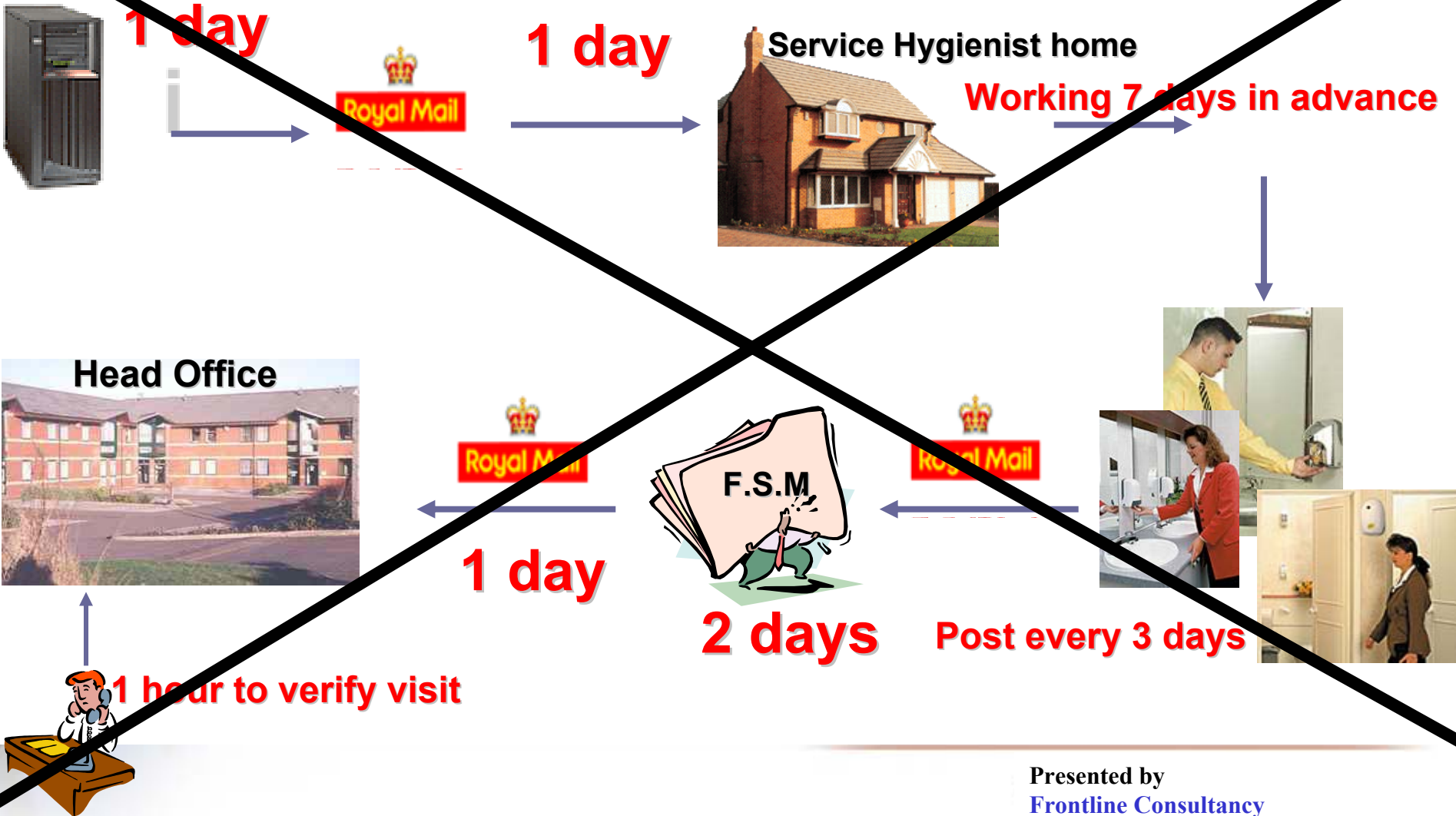
£2,500 production and assembling

£2,500 paper, envelopes

£1,200 postage

Annual cost = £74,000

Service Chain



Automated Service Chain



- ***Saving £74,000***
- ***Instant information***
- ***Automated scheduling***
- ***You are in control !***

Other identified issues



Verification

Manual scheduling

Time consuming

Costs

Paper system

An Overview *of* Prospects Requirements

- ***Instant access of customer contracts***
- ***Ability to provide instant verification***
- ***Major time saver***
- ***Increase you customer satisfaction***



An Overview *of* Your Requirements



- ***Create reports***
- ***Call scripting***
- ***Eliminate manual process***
- ***Monitor SLAs***
- ***Product line analysis***
- ***Auto renewals***
- ***Ability to invoice the same day***

An Overview *of* Your Requirements



- ***Time sheets***
- ***Expenses***
- ***Tracking engineers***
- ***Improve efficiency***
- ***Raise productivity***
- ***Time management***
- ***Record proof of service***

An Overview *of* Your Requirements



- ***Complete end-to-end solution***
- ***A secure, reliable SM tool***
- ***Improve each stage of the service chain***
- ***Remote access***



Building the Return on Investment

- ***Delayed revenue = £1.m per annum***
- ***25% reduction in engineer force***
 - ***= £100K wages saved***
 - ***= £100K petrol***
- ***£60K per annum in postage costs***
- ***75% saving in mobile phones***
- ***Control on penalties reg: SLAs***
- ***KUDOS to win New Business***



With KUDOS we can.....



- **Improve control** – with better information flow between management and remote workers in the field, managing a large mobile workforce becomes simpler and requires less manpower
- **Increase responsiveness** – real time, two-way communication means better decisions making faster
- **Raise Productivity** – with less time wasted between jobs and on admin, workers can concentrate on what they do best
- **Improve customer service** – more accurate information and fewer errors ensures greater customer satisfaction
- **Sharpen your competitive edge**

KUDOS

Field Service Management



Contract Management

Workshop & Repair Management

Equipment Hire & Loan Management



A blue curtain hangs on the left side of the frame, partially obscuring a stage. A spotlight illuminates a circular area on the stage floor. The background is a bright, hazy white light.

"That's All There Is,
There Isn't Any More"

Ethel Barrymore, Curtain Call, 1904

Thank you

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