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A mobile little helper: eMODAT Service supports field workers

Efficient workflow management: technicians capture data and handle customers' orders via smartphone

From production via logistics and transport to service management: in the planning stages as well as when it comes to the execution quick and precise documentation and data collection is crucial. The solution: eMODAT Service, the latest development of the IT experts of Devacon from Ahrensfelde on the outskirts of Berlin. The clever software allows controlling working and business processes effortlessly via smartphone and tablet. It is not least field workers in mechanical engineering who benefit from the diversified opportunities.

Bye-bye paper chaos: field service engineers neither receive their instructions in print nor do they have to fill in the forms by hand any more. Instead eMODAT Service allows area managers to process customers' orders digitally via BlackBerry and iPhone on site. 'The smartphones reliably record the services provided, the number of working hours as well as material consumption', elucidates Marcus Heinrich, eMODAT project manager. With regards to maintenance and service, the optional module Photos allows documenting possible damages visually and sending the complaint to the headquarters. That way, the colleagues can make an appointment for repair or supply customers with a replacement in a timely manner. And there is more: 'According to the individual wishes and requirements the eMODAT software can be supplemented with several optional modules which are independent of each other.' A calendar function allows scheduling individual visits or entire service tours.

The advantages of eMODAT are obvious. Double counting or information gaps are a thing of the past. While the level of quality remains, the time and effort of the employees can be reduced. Furthermore, a SQL database sets up a permanent backup of the entered information – regardless of the availability of a network or WLAN connection. That way, sensitive corporate data can be accessed anytime and anywhere. An additional bonus: while the field workers are still busy at the customer's place, the

→ eMODAT Service supports field workers with mobile data management on site.

→ No more paper chaos: the flexible software digitalizes working processes.

→ The SQL database creates a permanent backup of the recorded information.

→ Unrestricted access to corporate data independent of network or WLAN connection.

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colleagues at the headquarter can already take a look at the transmitted information and compile an accounting log file.

For more information about eMODAT and Devacon GmbH please visit <http://www.emodat.com> and <http://www.devacon.eu> on the Internet.

Contact within the company

Devacon GmbH
Phone +49 30 8145332-0
info@devacon.eu
<http://www.devacon.eu>
<http://www.emodat.com>

About eMODAT:

eMODAT is a development of Devacon GmbH. Since 2006 the IT experts from Ahrensfelde on the outskirts of Berlin have specialized in designing mobile software solutions running on the IT structure of BlackBerry. The flexible web-based data capturing software adapts to the customers' individual requirements regarding the generation of mobile forms – it is even possible to link different questions with customized functions and database-driven blanks. OTA transmission of the collected data guarantees users maximum flexibility and agility.