



# AWS

## service dispatch

*Automate your service department with onboard wireless*

Solve the unique challenges of managing your service supply chain with AWS Automated Wireless Service.

The Automated Wireless Service application is a reliable and secure real time wireless data collection system for Heating, Ventilation, and Air Conditioning companies or any service related industry. The application has an easy to use interface that gives your service managers, dispatchers and technicians the power tools they need to manage your business and effectively monitor your service technicians. The AWS application seamlessly integrates with the E-System Enterprise Management software or can be integrated to your existing back office software for real time posting of transactions.

For over 18 years, large and small companies across the United States and Canada have been realizing huge increases in profit and efficiency with our established wireless solutions.

### Track all of your Work Orders & Transactions in real time

Instantly increase productivity by 30% to 40%

- **Point of Sale paperless invoicing** with onboard printing allows Drivers to leave detailed invoices with customers and the transaction data is immediately transmitted back to your office accounts receivable system. This important feature greatly reduces the billing cycle and eliminates data entry errors. The

system completely eliminates paper based processes.

### Stay Connected in real time to technicians and work orders.

Use the AWS application to make changes on the fly.

- **Control the service supply chain** from your desk in real time. The AWS application offers managers and dispatchers the ease, security and accuracy of managing their service supply chain with real-time wireless connectivity to onboard touch screen computers.



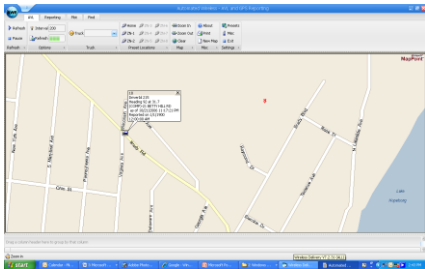
AWS Removable CN3

Dispatchers can immediately connect to on board computers (shown above) to update any work order or pullback a work order and even reassign the call to another technician in real time. Dispatchers can also communicate with drivers anytime with two way chat.

- **Complete GPS & Navigation**  
Dispatchers can track all service



vans at any time through our GPS/AVL application. The system covers longitude, latitude, ground speed, bread crumb trailing and stop reports. This data is available in real time. All mobile computers



can be equipped with audible onboard navigation. The application is embedded into the AWS application and requires no input just click navigate once from the account and the system takes you there and closes automatically.

- **Work Order information in one place.** Dispatch has all activity related to work orders in one place. All information such as: Account Information, Engineering, History, Trouble Codes etc. This enables dispatchers to make decisions with information at hand instead of having to dig into the back office software for more information.
- **Point of Sale work order processing.** The AWS application processes all work orders at the point of sale leaving customers with a legible work order receipt. The system handles the whole work order from multiple pricing structures for parts, contracts, labor, misc charges and as an add on can handle flat rate billing. Invoices can be printed on slip printer or thermal printers. Technicians can even

capture customer's signatures on our removable handheld.

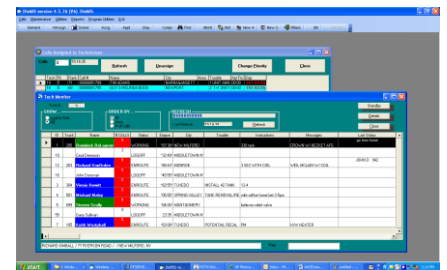
- **All transaction data is automatically posted.** The system immediately transmits the completed order back to your office accounts receivable system. This important feature greatly reduces the billing cycle and eliminates data entry errors, postage, envelopes and stuffing envelopes saving your company time and money.
- **Technology** The AWS application harnesses the latest technology to support your service operation. The system has the flexibility to be upgraded to support your specifications. Handhelds can be upgraded with a cellular phone color camera for proof of service, and a barcode scanner for inventory tracking. The AWS application meets the needs of your technicians and dispatchers performing mission critical tasks delivering powerful technologies that will have an immediate impact on your entire operation.
- **Automate parts replenishing.** AWS can automate your parts replenishment procedures with integrations to your parts suppliers.
- **Night call without dispatch.** Emergency after hour's techs can respond to calls and create work orders without a dispatcher. Drivers simply create a call on the handheld. The office system will not allow a call to be

created if account has any credit issues.

## Advanced automation with Alerts and Alarms

Tech Monitor Alerts dispatchers with technicians status in real time

- **At a Glance** dispatchers can see every technician's status from a distance by color coded alerts and alarms that make you aware of potential problems. Giving dispatchers the chance to head off problems before they occur. Alarms such as last call alert, standby, working too long, traveling too long.



Use the AWS Control Center to monitor technician's status in real time.

The power tools built into the AWS application are guaranteed to increase efficiency and save you money.

## For More Information

Visit us at [Automated Wireless](http://www.automatedwireless.com) [http://www.automatedwireless.com] to learn about new features and tools to address your business needs.

Contact us to set up a live product demonstration over the web through our Online Demo Center.

973-663-6990x212

[www.automatedwireless.com](http://www.automatedwireless.com)  
[sales@automatedwireless.com](mailto:sales@automatedwireless.com)

