



TELUS Wireless Work Orders

Today's business issues for companies with mobile workers

Whether the business involves mobile workers performing on-site services or delivery people serving multiple customers, effective work order management and better visibility into field operations are essential to be competitive in today's market. Many existing work order systems rely too heavily on voice communication and paper forms, both of which can hinder productivity and increase operational costs.

Put an end to the paperwork

TELUS has a better way. TELUS Wireless Work Orders provides a single integrated solution that schedules, dispatches and updates work orders, time-tracks resources, and eliminates paper forms. It's all done wirelessly and can be integrated with your back office systems.

This adaptable work order management solution is affordable and flexible. It can optimize your operations – both in and out of the office. The benefits include increased productivity, increased cash flow, reduced expenses and improved customer service.

Comprehensive and integrated

See how innovative work order management software can revolutionize your field operations:

Customized to your business. Configured upfront for your business and customizable to suit all your business needs, without the heavy upfront capital costs. Total integration with your existing back office can be achieved in days, not weeks.

Web-based real-time dispatching and job status updates. Know where your mobile workers are and what their current status is right from your computer screen. Maximize productivity with less idle time, flexible and responsive scheduling, and more efficient service routing.

Reduce costs. Savings come from elimination of errors, no duplication of efforts and streamlined work order management. Less talk time, less paper, and less travel allows resources to work more efficiently and to be more productive. Reduce missed service calls with automatic client notification that the technician is en route.

Unlimited mobile forms. With mobile forms, the field information flows in real time back to the office. Features include drop-down menus, radio buttons, photo capture, signature capture and barcode scan.

Improve customer service. Respond to urgent customer requests or simple scheduling changes by easily re-routing work orders using this Web-based application.

Improve cash flow. Do away with paper forms and dramatically shorten billing cycles. Collect payment in the field wirelessly and improve your cash flow.

Know the location of your mobile resources. With our GPS service, you can affordably track the location of your field workers so you can easily find the nearest resource when a customer has an urgent request.

Variety. Available on a selection of handsets and smartphones on both PCS and Mike networks, with no heavy upfront configuration costs. Plus, a monthly fee per user keeps this solution affordable and flexible.

Backed by TELUS with 24/7 service and support, and it's on your TELUS mobility bill.

Core Plans

TELUS Wireless Work Orders

Wirelessly schedule, dispatch, and update work orders from the office using a computer and Web interface, and respond from the field using supported BlackBerry®, PDA or Mike devices. Features include:

- Web-based real-time dispatching and job status updates
- Customer-definable mobile forms that allow barcode scanning, photo and signature capture
- Definable and enforceable work processes in the field
- Mobile time cards
- An intuitive, easy to navigate software solution

TELUS Wireless Work Orders with GPS

This plan includes all the features above and adds:

- Web-based GPS tracking
- Geofencing with alerts
- Work order dispatch from map
- Ability to import customers and landmarks
- Advanced form capabilities including formulas and branching logic

Add-on features

- **Customer Call Ahead.** Automatically calls the next customer to notify that the field worker is on the way
- **Wireless Payment.** Allows for wireless credit card payments from supported devices
- **TELUS Navigator** (integrated, PCS only). GPS navigation on your smartphone including traffic integration, maps, and local search function to find services like the nearest gas station; visit telus.com/navigator for more information on TELUS Navigator



Web Portal system requirements

Browser

- Firefox 1.0 and above (preferred)
- Internet Explorer 6 and above

Operating system

- Any operating system capable of running the above browsers

Screen resolution

- 1280 x 1024 (best)
- 1024 x 768 (can be used with Firefox)

Monitor

- Any monitor capable of supporting the above resolution

Mobile handsets

- Mike handsets
- Smartphones
- BlackBerry®
- See telus.com/wirelessworkorders for complete up-to-date device list

Supported platforms

- Java
- Windows Mobile®
- RIM BlackBerry®

Supported mobile networks

- CDMA
- iDEN

Miscellaneous external hardware

- Barcode scanners
- Bluetooth printers
- Magnetic stripe readers

SEE HOW WIRELESS WORK ORDERS CAN IMPROVE YOUR BOTTOM LINE

Sample ROI. Imagine the impact to your bottom line if you could get one more client visit a day for each one of your field workers. For example, a company with 10 mobile workers adds one more job per worker per day at a value of \$200 per job; the impact is \$500,000 more each year in revenue.

- 10 workers x \$200/job/day
- 5 days/week x 50 weeks/year
- Extra income \$500,000

GET THE BEST FOR YOUR BUSINESS.

Do more with TELUS solutions. Connect with us today and we'll show you how. For a quick ROI analysis and more information contact your TELUS Sales Representative, local TELUS business dealer or visit telus.com/wirelessworkorders