

## AN END-TO-END SOLUTION

The most comprehensive feature set in the industry with benefits for customers, operations, executive management, and IT.

## OPEN ARCHITECTURE

Simplifies integration with other enterprise systems supporting field service, including ERP, CRM, KM, or BI.

## FLEXIBLE DEPLOYMENT OPTIONS

Cloud or on premise, any browser, plus native apps for all major mobile platforms.

## ON-DEMAND CONFIGURATION

No code, point-and-click configuration means faster implementation and easier modification.

## RAPID DEPLOYMENT

Driving immediate business impact and the fastest ROI—guaranteed!



## The Agile Platform for Intelligent Field Service Management

enables companies to deliver world class customer experiences in the field while maximizing efficiency and minimizing costs. The platform incorporates state-of-the art routing and scheduling, advanced work process automation, flexible customer and partner communications capabilities, and robust reporting and business intelligence.

### Features include:

- ◆ Alerting of customers and field resources
- ◆ Appointment booking
- ◆ Automatic dispatch
- ◆ Interactive maps
- ◆ Dynamic, interactive, scheduling with proven optimization facilities
- ◆ Drag & drop work order routing
- ◆ Automatic determination of the best resource and route for any field call
- ◆ Reporting on demand, allowing managers and executives to quickly and easily dive into business metrics, gaining critical business insight
- ◆ Centralized administration
- ◆ Trouble ticket and incident management
- ◆ Complete customization of the interface, including your own fields and tables
- ◆ Create dashboards and charts easily, on the fly
- ◆ Native interoperability with Microsoft Outlook, Office, Office 365, and SharePoint
- ◆ Personalization of each user role with different screen layouts.
- ◆ Constantly updated activity feeds, and micro blogging
- ◆ Full, detailed audit log
- ◆ Cloud or on premise deployment
- ◆ Extensive work order creation and control.

## Sky Mobile

From dispatch and routing to completing work orders, managing invoices, even upselling and cross selling, Sky Mobile delivers the capabilities and resources your people in the field need to provide customers with the best service possible on virtually any mobile device. Extend the power of Sky to the field with Native Apps for IOS, Android and Windows mobile devices, or connect any smartphone, tablet, or laptop.

## Sky CRM

Full-featured version of Microsoft Dynamics CRM can help reduce costs and increase profitability by organizing and automating business processes. Increase opportunities for cross-selling and up-selling, exceed customer satisfaction and loyalty with insights and analysis into what they truly need, innovate with multi-channel marketing automation and analytics, and even integrate daily communications in social media. All customizable for the way your business runs.

## Sky Adapters

Adapters optimize Sky's Simplified Integration Engine for use with popular CRM and ERP applications, including Microsoft Dynamics GP, NAV, AX and CRM, Salesforce, SAP R/3 and BusinessOne, Oracle JDE and many more. Sky's integration engine supports XML, CSV, and Web Services bi-directional integration with virtually any enterprise system — no coding required.

## Sky Notify

Automated Telephone Outbound Notification (ATON). Sky Notify provides a robust platform of call management functions designed to enable Sky to perform dialer functions including automatic outbound voice calls without the need for costly hardware and software.

- ◆ Call both landlines and cell phones to notify customers of a new pending service call or status of a currently scheduled call.
- ◆ Schedule calls or send immediately.
- ◆ Schedule an SMS or IVR (Interactive Voice Response) activity and set a time when you want to send it.
- ◆ Transfer calls to live operator.
- ◆ Post back call data to your own database or application.
- ◆ Capture recipient's pressed digits to support phone surveys.
- ◆ Respond to these actions in real time
- ◆ Implement reverse notifications to allow users who missed a call to retrieve missed messages.

## Sky Route

The industry's most advanced automated resource routing engine optimizes your mobile workforce and asset utilization, enhances service and improves customer satisfaction.

- ◆ Real driving directions, not point to point
- ◆ Dispatch Technicians
- ◆ Optimized Routes
- ◆ Meet Time Windows
- ◆ Scheduled Service Times
- ◆ Skill-based Assignments
- ◆ Workload Balancing

