

Boost Customer Satisfaction by Giving Field Workers
Quick Response to Customer Requests

Mobile Workforce™



Kaonsoft Mobile Workforce™ makes your field workers self-reliant by enabling them to immediately access their work requests on-the-go without unnecessary travel and paperwork. The app provides field workers full access to information from back-end systems in any kind of environment, offline and online, from the mobile device of their choice.

Business Benefits



Boost productivity

with real-time access to schedules, locations and priorities on-the-go



Increase effectiveness

by remotely accessing work requests and data from office anytime, anywhere



Increase customer satisfaction

through faster response and resolution time



Lower your costs

by better utilizing field workers and eliminating human error on data entry



Protect environment

by eliminating paper and ink from unnecessary paperwork



Optimize ROI

with sustained use of MS Dynamics CRM or other legacy systems



Kaonsoft Mobile Workforce™ for



Features

Work Order

- Create, receive and update work orders in real-time with pre-built mobile report forms
- Convert notifications into work orders
- Provide scheduling visibility and details of work orders
- View maps and pinpoint work locations with GPS and Google Maps

Work Management

- Adjust priority of work orders and manage scheduling changes
- Review current and past work orders
- Send updated information and completed work orders to managers or colleagues

Customer Management

- Access to a single, comprehensive customer profile and past service history
- Digital signature capture at work completion



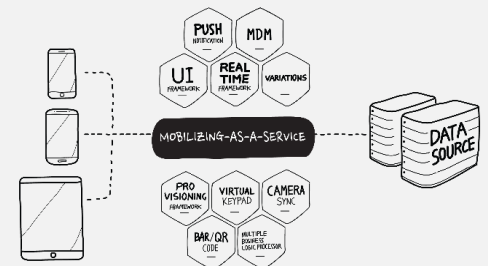
Technical Specifications

- iOS, Android and Windows Phone support
- Integration with any back-end system
- Web-based administration portal
- Built in security & user authentication
- Real-time data synchronization
- Remote software updates
- Data recovery & wipe for lost/stolen devices

Our Offering

Kaonsoft Mobile Workforce™, which makes your field workers self-reliant with immediate access to their work requests, is offered in an exciting subscription model, which saves considerable time and cost. *Kaonsoft Mobile Workforce™* is offered in yearly per-instance subscription license. This means -

- No extra cost in maintenance, operation and upgrades
- No extra cost for each user or each app



Running on Kaonsoft's Mobilizing-as-a-Service platform. Customization of existing features takes just a few weeks. Learn more about Kaonsoft Enterprise Mobility Platform™ (KEMP) at www.kaonsoft.com

About Kaonsoft

Established in 2011, Kaonsoft is a software pioneer in MaaS (Mobilizing-as-a-Service), an innovative service model combining enterprise mobility and cloud technology.

- Microsoft's CEO Nadella mentioning Kaonsoft of its mobile capabilities
- Microsoft's Case Studies features on Kaonsoft
- CIO Review picks Kaonsoft as one of "100 Most Promising Microsoft Solution Providers"
- Winner of "Best of TechEd North America 2014 Award –Breakthrough Cloud Service Technology"

