

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



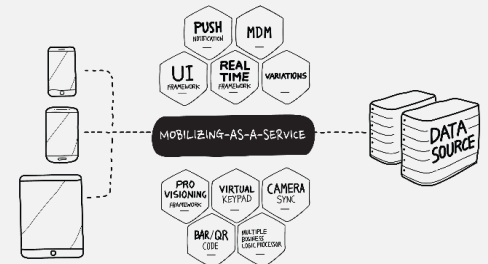
## Technical Specifications

- 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](http://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"

