

LEO SERVICE MANAGEMENT

LEO Service Management is a scalable, end-to-end solution for SME and global enterprise service providers.

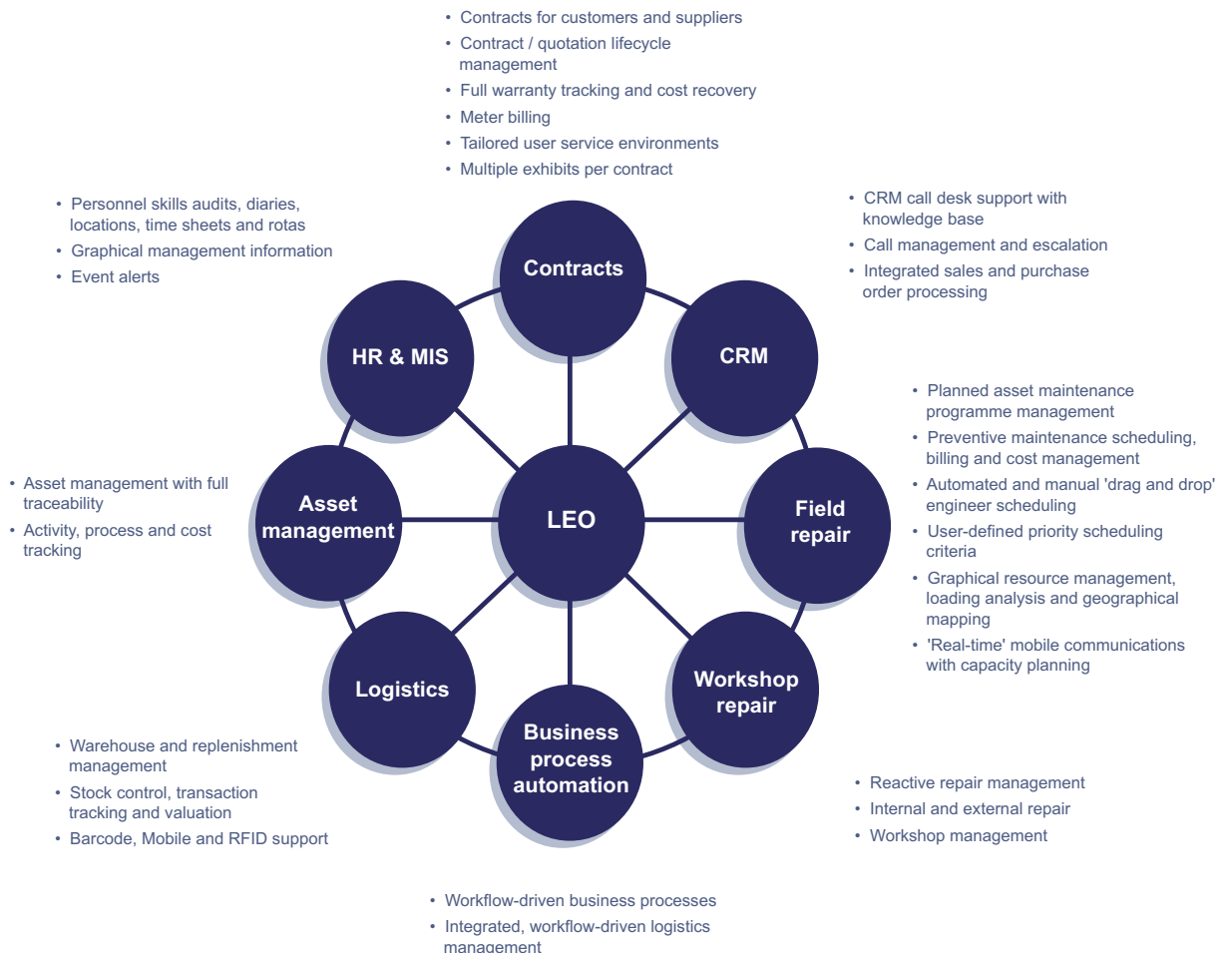
LEO is an extensible, future-proofed service lifecycle solution for the management of service agreements, warranties, preventive maintenance and reactive repairs. It protects investment and delivers ROI by enabling providers to adapt to changing business practices and customers' increasingly diverse and stringent service requirements.

LEO exploits Web and wireless technologies to provide a real-time service environment that offers central and remote users throughout the enterprise a single, unified view of the entire service business.



LEO provides up to the moment control of resources and service delivery, improves operational efficiency, reduces costs and, by guaranteeing SLAs, delivers heightened customer satisfaction and loyalty.

Summary of features



Business benefits

LEO Service Management optimises service delivery. It enables today's service enterprise to plan and coordinate service on a global scale. By deploying new technologies and processes, it allows service providers, their employees and their customers to collaborate and find mutual benefit while solving the service lifecycle management challenge.



It does so by integrating all the elements of the service lifecycle - contract management, asset management, preventive maintenance, call scheduling, call handling, logistics and stock management, workshop and repair management, billing, sales and purchasing, and reporting - into a co-ordinated, closed service loop built upon a real-time, single view of the business.

LEO delivers business benefits throughout the service lifecycle. They include:

- increased contract conversions and renewals
- increased asset and resource utilisation
- avoidance of over delivery and unnecessary calls
- more efficient call handling
- heightened jeopardy awareness and reduced penalties

- increased first visit resolutions
- improved inventory control
- reduced stock holdings
- increased cost visibility
- improved revenue capture
- faster billing
- more accurate service demand forecasting
- improved assessment of equipment reliability
- better targeted preventive maintenance
- integrated service processes

Most importantly, LEO enhances customer satisfaction and increases retention by allowing service companies to create unique business environments and processes that capture best practice and meet the specific needs of their customers.

By improving efficiency, reducing operating costs, minimising penalties, maximising revenue capture and increasing competitive advantage, LEO delivers business benefits that can be measured as increased profitability and bottom-line performance. This is why customers like the MOD, BAE Systems, Siemens, Philips and many more have chosen and continue to use LEO Service Management.



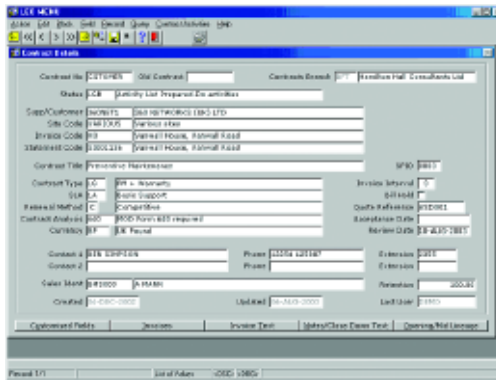
"LEO has increased field force productivity by 25%, while reducing dispatching labour by 80%."

Ian Blake, Field Service Director, Norsk Data Business Solutions

Main features

LEO is a global enterprise service management solution that leverages the power and scalability of Oracle technologies to provide a robust yet flexible solution for use anywhere that service and repair activities happen - including retail locations, repair centres, call centres, in the field or over the Internet. Whether supporting a small number of users or a multi-site corporation, the underlying system remains the same. Its sophisticated modular design ensures easy implementation by allowing its capabilities to be commissioned over time driven by the growth and changing needs of the business.

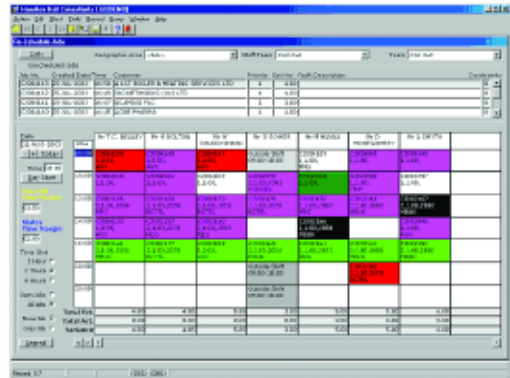
LEO facilitates the easy definition of service contracts to encompass whatever levels of service customers may require. Individual customer requirements can be built into detailed SLAs providing levels of entitlement, terms and conditions tailored to their specific business needs. LEO automates the quotation / contract / renewal lifecycle. Once accepted, initial quotations are converted into live contracts and invoicing is initiated. Contract maintenance is straightforward. SLAs can be easily modified to reflect changing or additional requirements, while automatic renewal and invoicing ensures service continuity, customer retention and timely revenue collection. Contract management processes are workflow-driven, they may be tailored and audited.



Contract definition / renewal / invoicing / workflow

LEO manages planned asset maintenance programmes and call-driven service provision. PM jobs are generated, scheduled and assigned automatically. Scheduling may be by date and/or area and prioritised according to user-definable criteria. Fault calls are handled by LEO's comprehensive call desk capabilities. Fast searching, automatic prompts and access to full history are among the features that ensure customers are dealt with efficiently while avoiding over delivery and unnecessary calls. LEO's auto-scheduling capabilities guarantee swift and appropriate call allocation and balanced resource

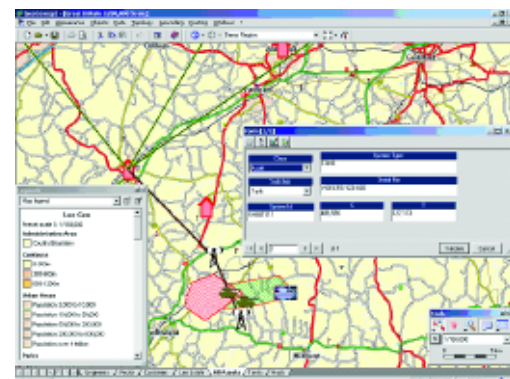
loading. Graphical views provide 'drag and drop' manual override and give clear and immediate insight into resource utilisation and availability.



Engineer schedule / resource loading / call desk

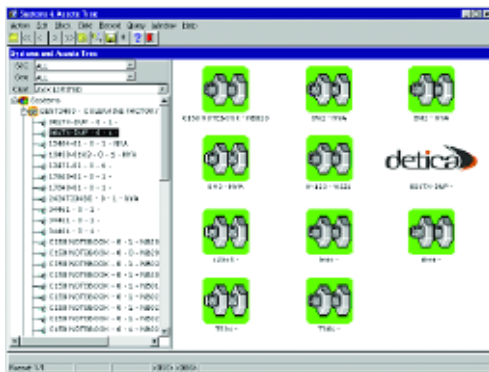
LEO's holistic call and field service management capabilities combine all aspects of service delivery into a seamless business environment. Geographical mapping and graphical views of resource loading provide accurate and immediate control of resources. Integrated mobile communications and support for mobile devices allow real-time communication with engineers in the field. Managers can modify priorities to meet changing customer needs, while engineers can interrogate job lists and update the status of each job as work progresses to provide an up-to-the-moment view of performance against customer entitlement. Event alerts notify specific business issues and risks. Immediate reporting of parts usage, job completion details and expenses ensures optimum maintenance of stock levels and facilitates accurate, automated billing.

LEO applies the same sophisticated scheduling, resource control and job management capabilities to internal and external workshop activities. Combined with full warranty tracking and cost recovery, integrated workflow for both control and audit, mobile operational data entry and bar code support, they offer streamlined management of repairs throughout the service operation.



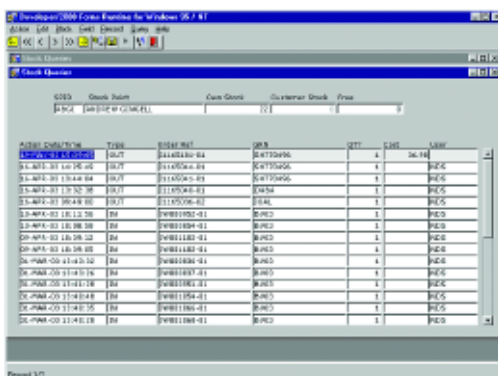
Geographical mapping / mobile device reporting / invoice information

LEO Service Management is fully integrated with LEO's asset and logistics capabilities. Asset management includes linear and hierarchical assets, parent/child relationships, generic definitions, version control, integrated images and design objects. LEO maintains complete asset histories. Maintenance and upgrade programmes are generated from the asset database, while field and workshop activities contribute to asset configuration control.



Asset maintenance / graphical asset mapping

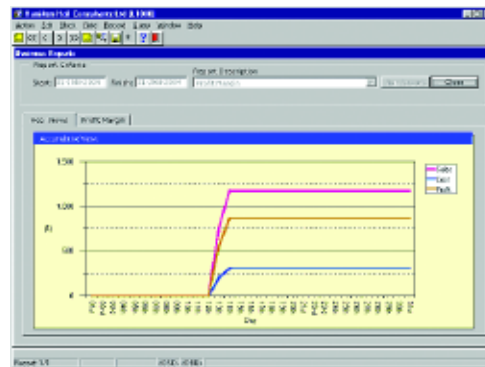
LEO's logistics capabilities include multiple warehouses and user-definable stock locations, more than 60 workflow-driven stock processes, scrap and disposal management, integrated warehouse mapping and stock views giving totals and transaction histories for individual warehouse locations. These capabilities integrate with field and workshop activities to ensure parts availability for scheduled work, to reflect parts usage, to provide billing details, and to trigger sales and purchase order processing.



Warehouse mapping / stock views / transaction histories

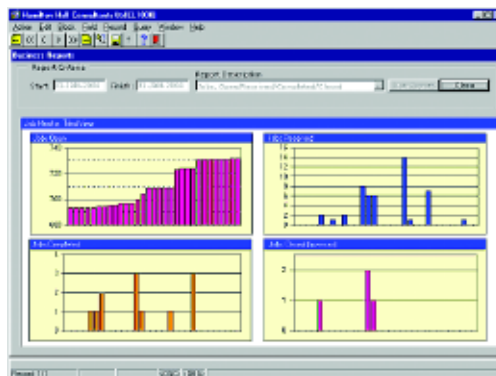
Sales orders may be initiated by customers or employees via the desktop or the Web. LEO provides image support, automatic picking and dispatch, and invoice production to facilitate the process. As well as being triggered automatically, purchase order requests may also be made manually. PO processing features goods receiving and invoice matching.

To facilitate sales and purchase order processing, LEO provides real-time integration to financial applications and interfaces to external ledgers.



Graphical business report / personalised portal environment

The detailed service data LEO captures is a rich source of business metrics and management information. LEO includes more than 100 standard reports to mine this data. Their easy to use graphical views provide vital insight into daily operations, long term business performance and strategic planning. They include analysis of the costs, performance, efficiency, productivity and profitability of all elements of the service operation, including contracts, engineers, calls, equipment and the call centre.



Graphical business report

The LEO portal provides access to LEO's management reports and is the customer's gateway into service provision. Portlets provide bespoke environments for internal users and customers by allowing them to access and create personalised views of the information and processes they require. The portal also facilitates delegated administration by allowing individuals to be given secure access to specific processes and data. Customer on-line access includes call / order initiation and tracking.