




WITH SERVICOM™ YOU HAVE

- ✓ Complete customer database
- ✓ Equipment warranty tracking and service agreement administration
- ✓ Comprehensive work order tracking
- ✓ Multiple dispatching and scheduling capabilities
- ✓ Automated time and location tracking of field technicians
- ✓ Mobile computing for field technicians
- ✓ Location and routing capabilities
- ✓ Accounting integration and management reports
- ✓ Customer web portal for self-service access to work orders

**SERVICE MANAGEMENT
SERVICE DISPATCHING
MOBILE FIELD SERVICE**

The leading service management software for over 15 years with over 1,200 customers across North America, SERVICOM™ fully automates your service operations. From call taking to dispatching, from field technician paperwork to billing, from field purchasing and service inventories to integration with accounting software packages, SERVICOM is the total service management solution on which you can build and grow your business.

SERVICOM delivers bottom-line benefits by allowing you to service your customers more efficiently, significantly improving the productivity and profitability of field technicians while reducing back office overhead and billing errors. With SERVICOM, you will have up-to-the-minute visibility into critical management information to better manage your service business.

“SERVICOM integrates scheduling, billing, and customer information into one complete package”

Karl Konrad **Dispatcher Zeig Electric**



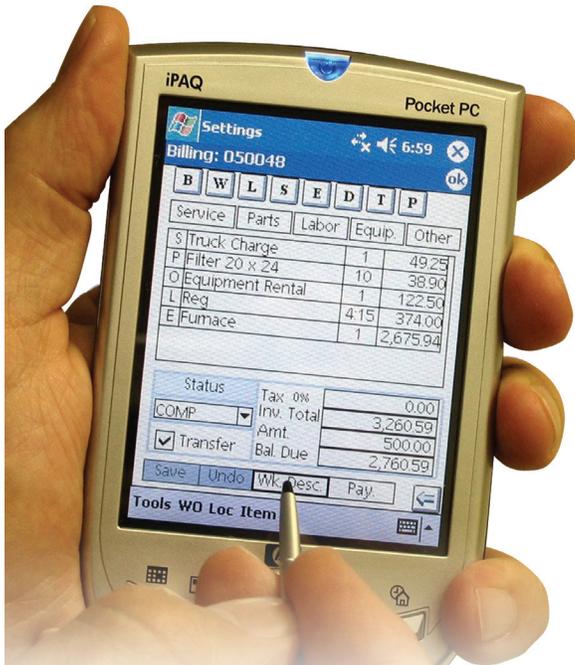
ROUTE THE RIGHT TECH TO THE RIGHT JOB, RIGHT NOW

With the most advanced dispatching and scheduling tools available today, SERVICOM offers an array of services to help you manage your entire business from start to finish. View technician schedules and multiple views of pending and in-progress work orders as well as color coded status and predefined templates for ease of use. Fully integrated with SERVICOM Mobile, our wireless solution for field technicians, SERVICOM is the most advanced system available for scheduling, tracking and managing jobs and field technicians.

MANAGEMENT CONTROL AND INTEGRATION

Effectively manage and track all customer information, including equipment records and service contracts. Billing is fast and easy with full integration to most accounting packages available today. Easily handle field purchasing and service inventories, and have instant access to more than 100 standard reports to manage your operations.

Automate Field Technician Paperwork



Track Actual Costs

SERVICOM FAMILY OF PRODUCTS

- ✓ **SERVICOM - Complete service management and dispatching for the office**
- ✓ **SERVICOM Mobile - Wireless solution for automating field technician paperwork**
- ✓ **SERVICOM Purchasing - Control purchasing and automate billing of items purchased in the field**
- ✓ **SERVICOM Job Manager - Estimate, cost and manage construction and installation jobs**
- ✓ **SERVICOM Customer View - Self-service web page for customer access to work orders**
- ✓ **WORKTRACK - GPS-based time, job, and locations tracking of field technicians**
- ✓ **INTEGRATION - Data integration to back office accounting software**

Aligo, the global leader in field force management solutions for services industries, provides customer management, time collection, job management, dispatch and scheduling, and GPS-based location tracking capabilities that reduce payroll, overtime and administrative costs while increasing the productivity of field employees. Worldwide customers include Sun Microsystems, Intellimation, Anning Johnson, Peterson Brothers Construction, State of Massachusetts, and Bristol Myers Squibb. SERVICOM service management, dispatching, CRM, billing and field service products are used across North America by residential, commercial and industrial field service contractors to efficiently schedule, dispatch and process field service work orders and construction/installation jobs.