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INTRODUCTION TO mCARe 6

Ram Siva | Product Specialist

Today's Agenda

- ➢ Brief history of mCARe
- ➢ What is new?
- ➢ Demonstration
- ➢ 2018 Roadmap
- ➢ Q/A

What is mCARe ?

Real-time mobile workforce management system designed to optimize in-field service order processes and provide visibility into their statuses.

- ✓ Paperless
- ✓ Wireless
- ✓ Any device

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mCARe V1-2 (2003+)

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Our valued mCARe Customers

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Key Benefits

- **Reduce** the <u>overhead</u> and <u>administrative costs</u> of manual paper-based dispatching and data entry
- **Enhance** customer service by <u>shortening response times</u> to field service requests
- **Optimize** the <u>assignment of orders</u> to field staff and **increase** <u>productivity</u> of work completed
- **Improve** the <u>safety and security</u> of field staff through real-time visibility into locations and statuses
- **Decrease** <u>errors in the field</u>, increase the accuracy of order completion details
- **Improve** the <u>overall quality of information</u> in your NorthStar CIS

2017
Survey
Results

1. mCARe business value A^-

2. Overall satisfaction with available features B^+

3. Ease of Use / Technology C^-

   a) Hard to adopt

   b) Need for training

   c) Unexpected software issues

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New mCARe…

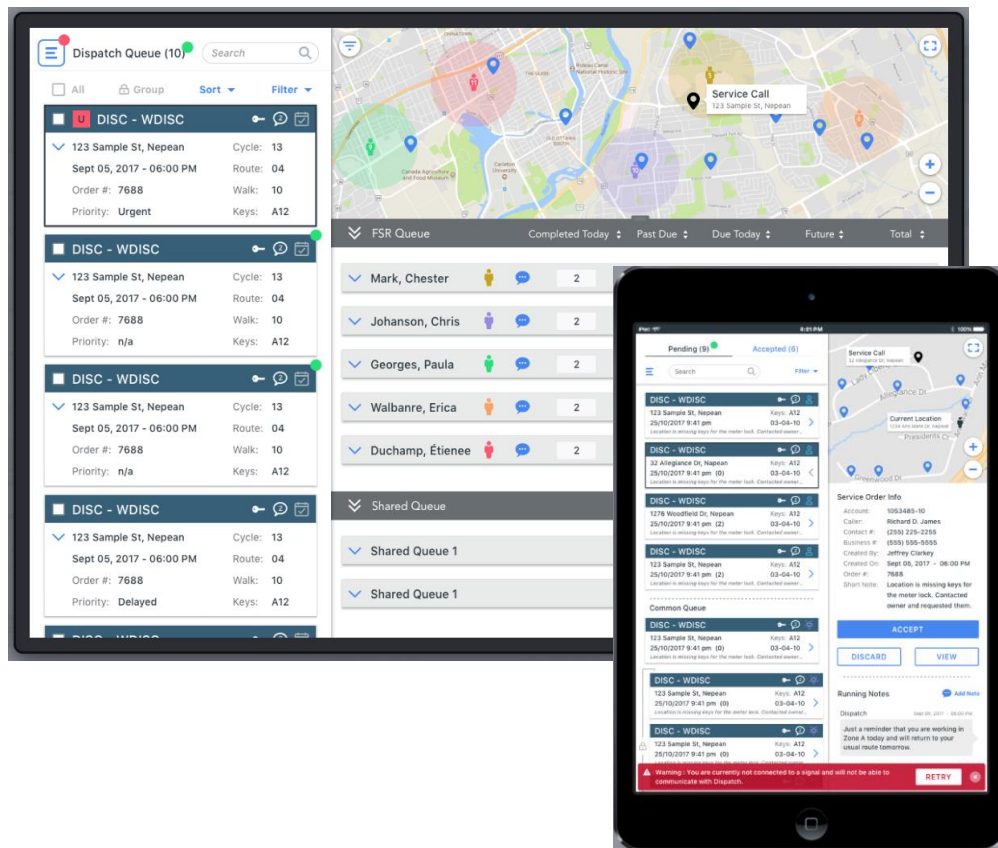**NORTH|STAR™**

What is New…

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New mCARe…

1. Easy to use

2. Optimized for mobility

3. Improved security and mobility

4. Robust offline support

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Interactive Prototype End 2017

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What is New…

- ✓ Interactive Maps
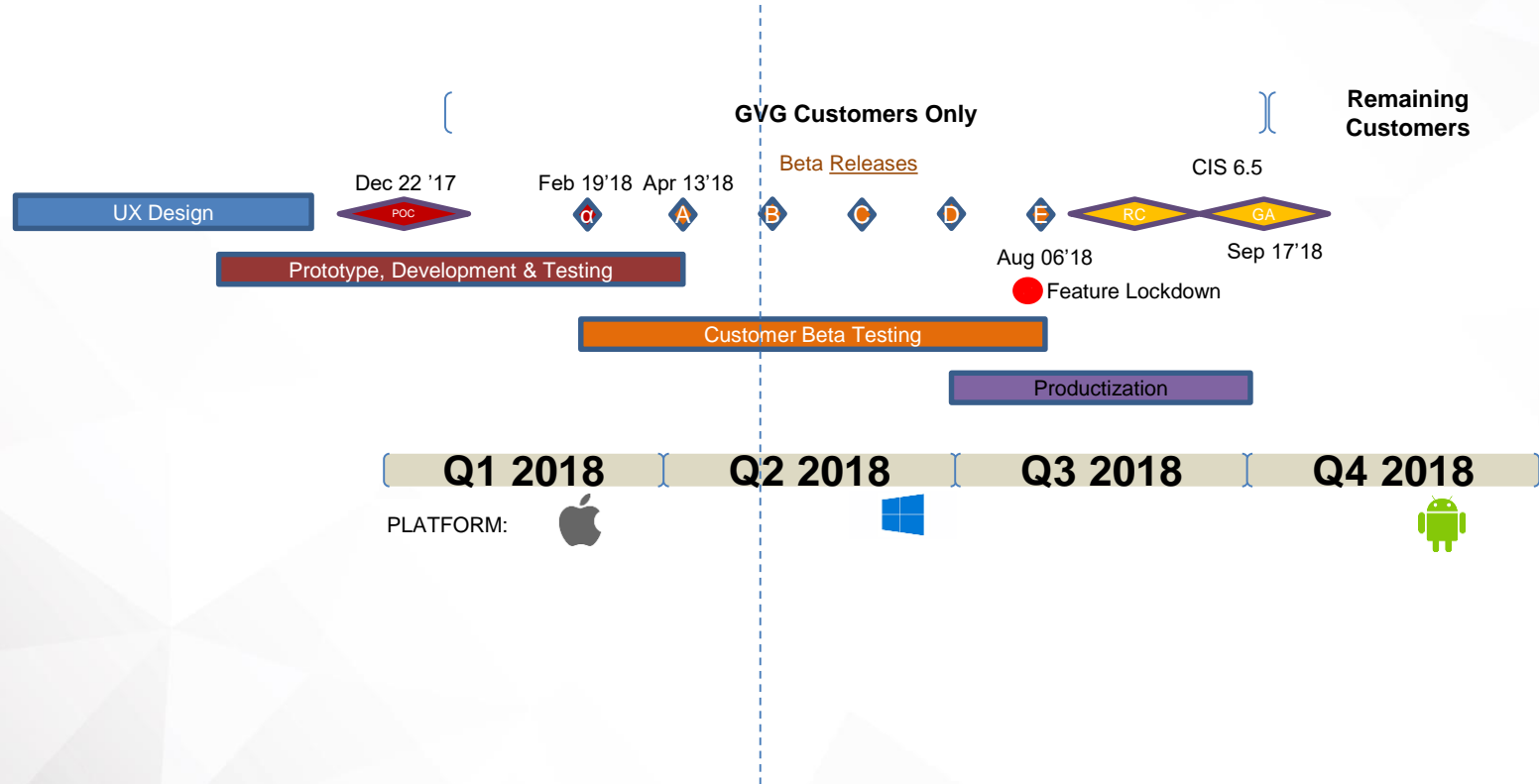- ✓ Native iOS/Windows 10/Android Support
- ✓ Seamless Synchronization of Data
- ✓ Maps - View FSR's work locations
- ✓ View Service Order status in real-time
- ✓ Know when FSR goes off-line
- ✓ Maps – Simplified Route Planning
- ✓ Take photos and auto-attach
- ✓ Various improvements to meter reads, installation & removal workflows

in progr   done

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mCare 6

2018 Product Roadmap

GVG Customers Only

Remaining Customers

Beta Releases

CIS 6.5

Dec 22 '17

Feb 19'18   Apr 13'18

UX Design

POC   α   A   B   C   D   E   RC   GA

Aug 06'18   Sep 17'18

Prototype, Development & Testing

Feature Lockdown

Customer Beta Testing

Productization

| Q1 2018 | Q2 2018 | Q3 2018 | Q4 2018 |

PLATFORM:

Questions & Feedback

Thank You!

For <u>product questions </u>and feedback contact:

- Michal Bajer | Product Owner *mbajer@northstarutilities.com*
- Ram Siva | Product Specialist *rsivapat@harriscomputer.com*

For <u>upgrade proposals</u> please contact your Account Manager.

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