



INTRODUCTION TO mCARE 6

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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



mCARE V1-2 (2003+)

Dispatch - Microsoft Internet Explorer provided by Consolidated Utility District

Address: <http://192.168.0.92/mcare/dispatch/dispatch.asp>

Thursday, January 11, 2007 10:32:47 PM

Dispatcher: harris From: Jan 11, 2007 to: Jan 11, 2007 Submit

Order Count: 5

Disable Refreshing in... 135 seconds.

Select/UnSelect All Refresh Assign to: Harris

Type	Addr	Dir	Street Name	Region	Note	Cyc Rte Walk	Priority	Keys	Schedule	Sort	Select	OrderNo
LEAKS	2722	BROOKRUN RD			HIGH BILL	c001 c010 w1950			1/11/2007	0 1	<input type="checkbox"/>	20
MCHANG	11125	BUNKER HILL RD				c016 r168 w1040			1/11/2007	0 0	<input type="checkbox"/>	13
DISCON	7602	CHADWICK DR			OWES MILLIONS	c002 c024 w1020			1/11/2007	0 0	<input type="checkbox"/>	25
YOKE	444	W NORTH CREEK RD			NEED NEW YOKE	c003 c033 w0360			1/11/2007	0 0	<input type="checkbox"/>	21
METMLK	2129	HARDING PL	MURFREESBORO		called	c001 c010 w2900			1/11/2007	0 2	<input type="checkbox"/>	4

Complete Selected Orders Discard Selected Orders Update Sort Codes

mCARE Service Order List - Microsoft Internet Explorer provided by Consolidated Utility District

Address: <http://192.168.0.92/field/orderindex.asp?folder=active>

Menu Active Field Service Orders Export Routing Info

LEAKS-HAROLD A SPRING

Our valued mCARE Customers



Key Benefits

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

New mCARE...



What is
New...

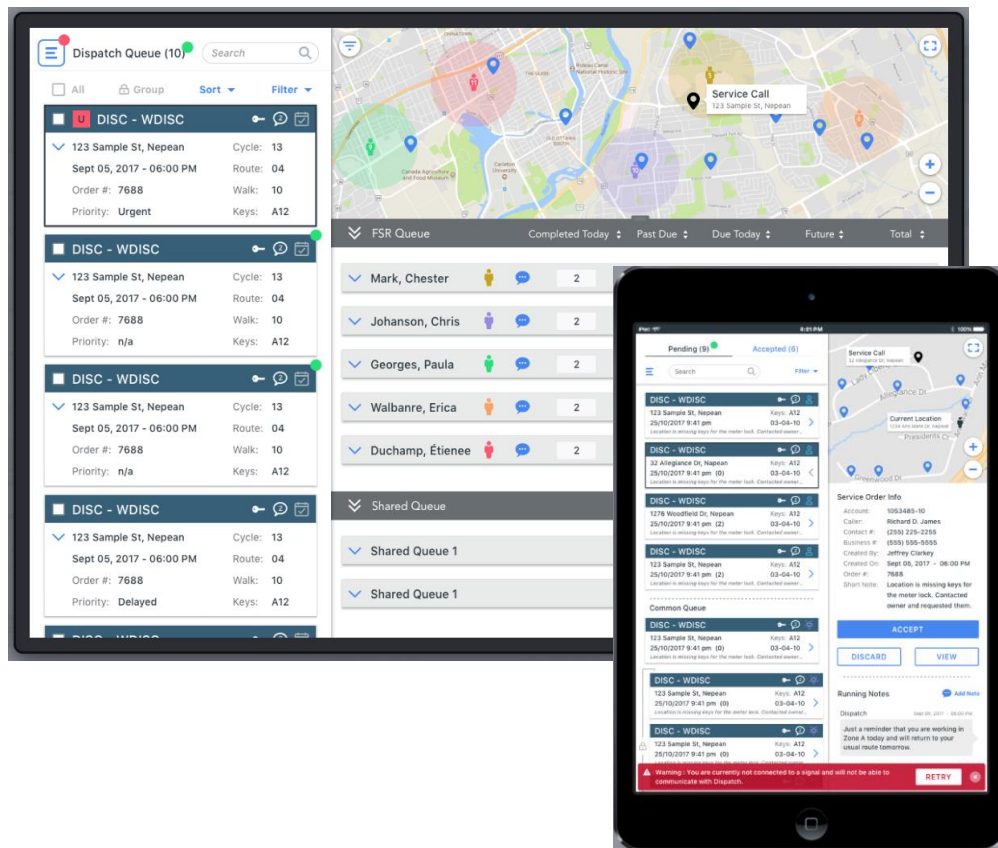


New mCARe...

1. Easy to use
2. Optimized for mobility
3. Improved security and mobility
4. Robust offline support



Interactive Prototype End 2017



What is New...

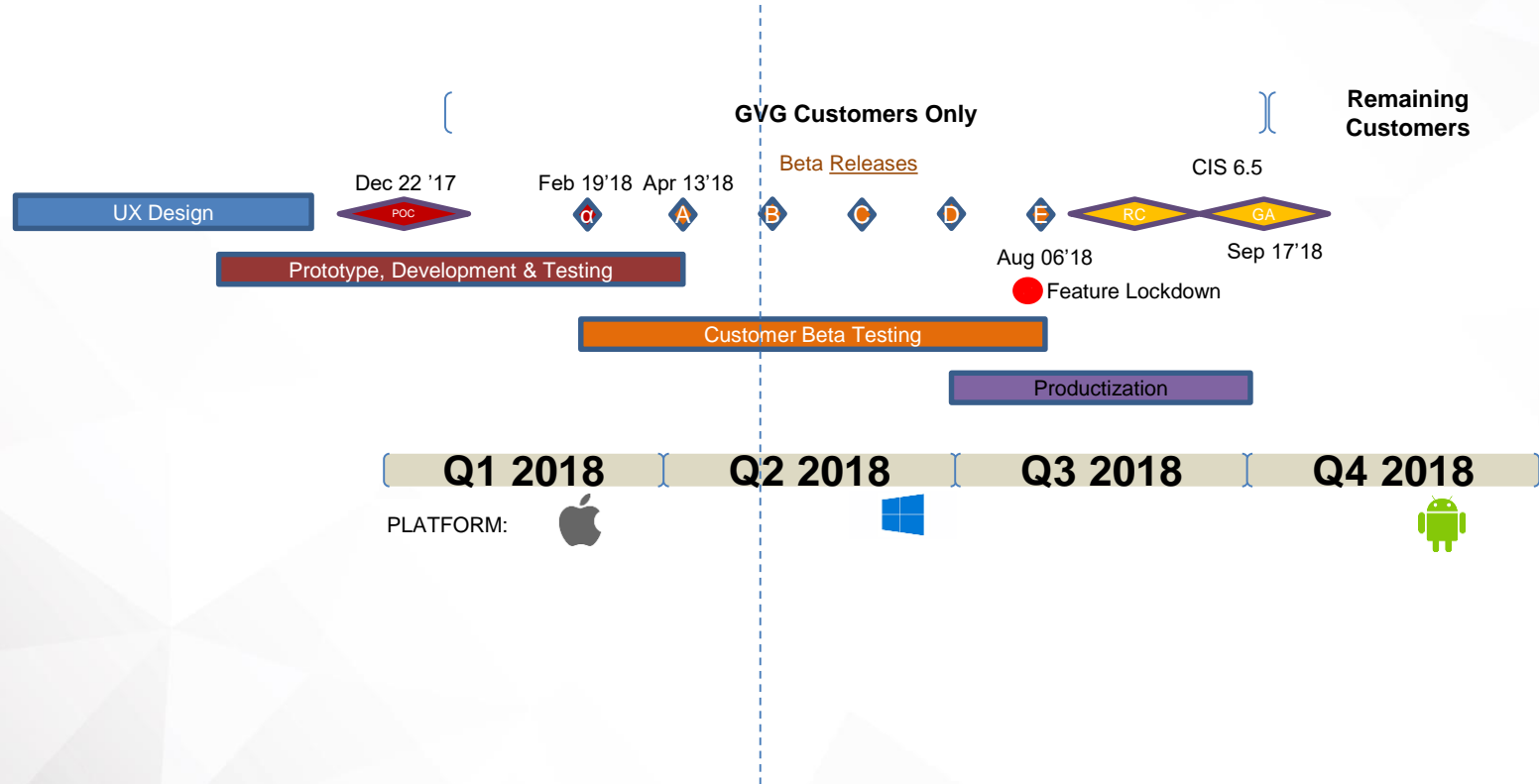
- ✓ Interactive Maps
- ✓ Native iOS/Windows 10/Android Support
- ✓ Seamless Synchronization of Data
- ✓ Maps - View FSR's work locations
- ✓ View Service Order status in real-time
- ✓ Know when FSR goes off-line
- ✓ Maps – Simplified Route Planning
- ✓ Take photos and auto-attach
- ✓ Various improvements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



mCare 6



2018 Product Roadmap



Questions & Feedback

Thank You!

For product questions and feedback contact:

- Michal Bajer | Product Owner mbajer@northstarutilities.com
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For upgrade proposals please contact your Account Manager.