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+)
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

2. Overall satisfaction with available features

3. Ease of Use / Technology
   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
2018 Product Roadmap

- **UX Design**
- **Prototype, Development & Testing**
- **Customer Beta Testing**
- **Productization**

**Q1 2018**
- Platform: Apple

**Q2 2018**
- **Beta Releases**
- CIS 6.5
- Feature Lockdown

**Q3 2018**
- GVG Customers Only
- Remaining Customers
- Sept 17'18

**Q4 2018**
- Remaining Customers
Questions & Feedback
Thank You!

For **product questions** and feedback contact:

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For **upgrade proposals** please contact your Account Manager.