

# Deliver™

courier, logistics and postal services

Given the extremely dynamic nature of courier work, delivery personnel require easy mobile access to back-office data to improve productivity. Offering a host of powerful features, Mobideo's Deliver™ enables couriers to provide top-level service while accelerating the delivery process.

Powered by Mobideo's Magma platform and operating on rugged or standard handheld devices, Deliver™ improves the timely pickup and delivery of consignments. Automating the information flow between dispatcher and courier, Deliver™ enables couriers to capture package data, input pickup and delivery times, and record other relevant delivery data.

Designed for the courier and logistics industries, Deliver™ provides real-time visibility of courier status. As such, customer service agents receive up-to-the minute information from the field, helping them optimize the dispatching coordination process and shorten delivery times. In addition, Deliver™ provides managers with easily accessible delivery, collection and performance data, allowing them to better assess courier performance and allocate resources more effectively.



## Features & Functionalities

### Dispatcher Management

- Real-time dispatch notification
- Real-time courier tracking (e.g. arrival, pickup)
- In-process job monitoring

### Task Management

- Automatic delayed-delivery notification
- Real-time schedule update
- Task-status information display
- Online report and time-sheet submission
- Package scanning and imaging (via bar code)
- Signature capture

### Customer Management

- Customer data inquiry/updates (e.g. address, phone)
- Customer agreement access
- Delivery history access

## Benefits

### Courier Level

- More control over delivery process
- Faster response time
- Improved customer service
- Increased productivity

### Dispatch/Back-Office Level

- Improved dispatching process
- Reduced number of billing errors
- Increased productivity

### Managerial Level

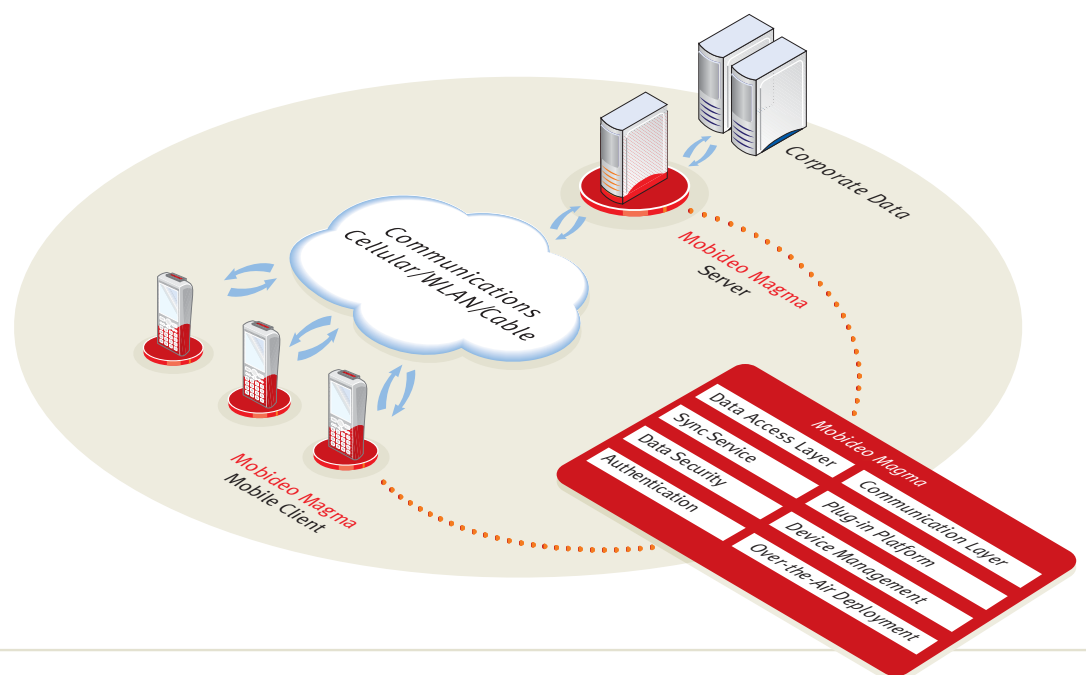
- Improved managerial control
- Enhanced decision making
- Optimized resource allocation

### Company Level

- Increased revenues
- Improved customer retention
- Reduced operating costs
- Stronger corporate image



The foundation for the entire Mobideo product suite is Magma, a field-proven, scalable and high-capacity platform.



### Mobideo

Tel: +972-3-901-7717  
Fax: +972-3-901-7718

21 Hamelacha St., POB 11461  
Park Afek, Rosh Ha'ayin 48091, Israel

info@mobideo.com  
www.mobideo.com



# Guide™

## maintenance procedures in the field

Maintenance-intensive enterprises that run complex, expensive and heavy-duty machinery must minimize costly downtime and ensure the highest levels of maintenance. By bringing knowledge to the point of service, Mobideo's Guide™ serves as a mobile decision-support system that accompanies service personnel throughout the maintenance process to maximize productivity and minimize errors.

Powered by Mobideo's Magma platform and operating on rugged or standard handheld devices, Guide™ is an online, real-time solution enabling the acquisition, management and provisioning of technical data at the point of service. Incorporating maintenance information into workflow management software, Guide™ provides service personnel with a user-friendly, step-by-step maintenance guide.

With Guide™, technicians and maintenance personnel enjoy easy access to the large quantity of documentation required to properly maintain today's sophisticated equipment and machinery. By eliminating paper documentation, the solution saves service personnel valuable time in searching for support data. And by providing documentation online and in real time, Guide™ ensures that service personnel maintain access to the most up-to-date versions available.

Guide™ enables supervisors to monitor the status of all maintenance activity in real time, leading to more efficient and profitable operations. Guide™ also serves as a powerful simulator, enabling users to walk through the system and practice maintenance procedures offline in a cost-effective manner.

### Served Industries

- Utilities & Infrastructure
- Healthcare & Medical
- Transportation & Aviation
- Telecommunications
- Mining & Construction
- Military & Defense
- Consumer Goods

## Features & Functionalities

### Mobile Decision-Support

- Step-by-step maintenance procedure wizard
- Maintenance procedure checklist
- Online access to user manuals and diagrams
- Visual diagram navigation
- Task signature confirmation
- Finger/touch-operated UI
- Wireless connectivity and synchronization

### Back-Office

- Content version control
- Real-time work-progress monitoring
- User performance statistics

## Benefits

### Technician Level

- Decreased information search time
- Reduced printed documentation
- Improved procedure-based maintenance
- Shorter maintenance calls
- Lower number of errors
- Improved technician training

### Managerial Level

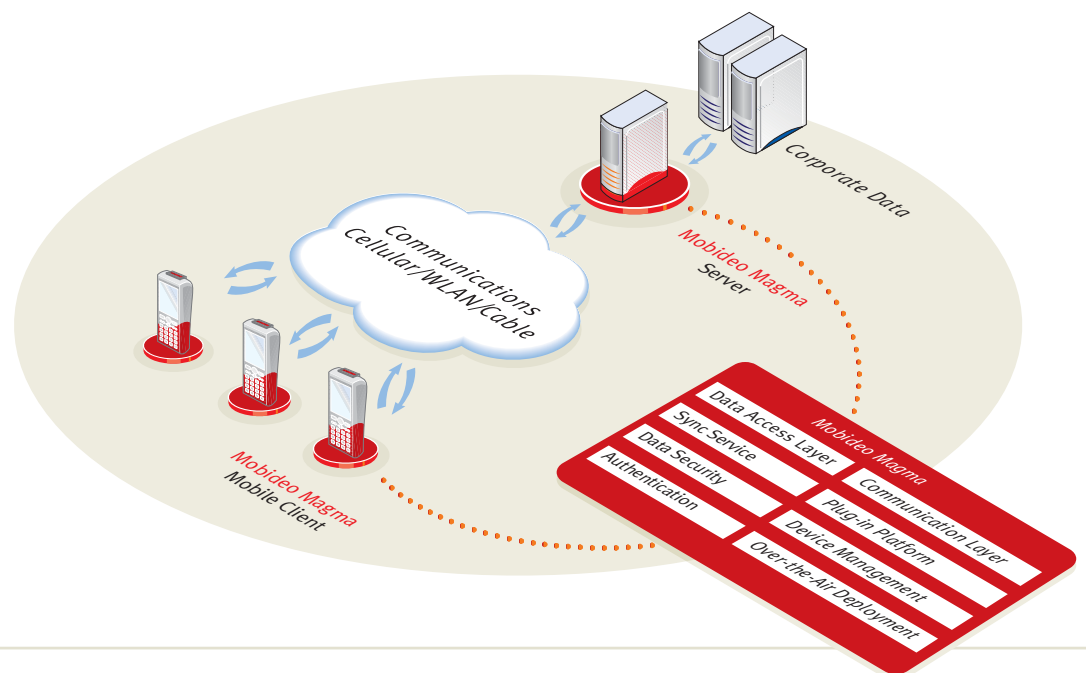
- Improved managerial control
- Enhanced decision making
- Optimized resource/personnel allocation
- Enhanced technical support

### Company Level

- Improved equipment utilization
- Decreased maintenance costs
- Improved customer service



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