

Service Management Software Products

E Service is defined as a number of service provisioning activities that are performed using the Internet to lower cost and improve efficiency. We call these 'Service Management Software Applications or Products'.

E Serve

E Serve allows a Company to book a job then track its progress over the Internet. Booking of jobs over the Internet is available to every Company whether they are large or small or have an extranet sub-web or not. IndeServe is progressively being asked to provide additional services for Companies, eg, air conditioning service, construction work, security monitoring, project management, etc. E Serve will encompass all of these services and anything else a Company wishes us to do. E Serve is a "Service Portal", the one place to contact for any service, anywhere at anytime.

E Documents

E Documents includes text documentation and CAD drawings. Examples of text documents that are posted on the web are; user handbooks for office equipment, technical manuals, company policy handbooks, standard operating procedures, quality specifications, etc. E Documents offers an electronic version of as-builts drawings of previous work.

E Networks

This product provides a highly visual, graphical diagram of a complex network's connectivity and the terminal equipment specifications. It can be use for marketing purposes in presentations and as an asset management tool by network administrators and the Property Managers. It shows the connectivity of any network, eg, local access or wide area. Computer LANs and WANs, telecommunications links, mains and back-up power supply chains and a building's security or access control points can all be shown in an easy to follow and clear representation of the actual network and systems connectivity.

E Tech

E Tech gives IndeServe a small company feel by allowing Companies to deal directly with a technician on-the-job via his/her cell phone. All emails to the technician would be automatically copied to the National Service Centre for tracking and billing purposes. E Tech is insensitive to the distance of the job from base and location of the Company and is therefore an ideal tool for monitoring nationwide service delivery. In summary, the new web-enabled service related Software Service Products are below.

<i>Software Product</i>	<i>Product Description</i>
E Serve	Job booking and tracking service, a Service Portal for all services
E Documents	As-built drawings, user manuals, operating procedures, etc
E Networks	Graphical display of technology networks and an asset management tool
E Tech	Technician scheduling software incorporating a real time job up-dating feature

The following table shows the Software Service Products packaged in each Service Plan.

Service Plans and Software Products

<i>Service Plan</i>	<i>E Serve</i>	<i>E Documents</i>	<i>E Networks</i>	<i>E Tech</i>
Standard Services Plan	√			√
Integrated Services Plan	√	√		√
Facilities Management Plan	√	√	√	√
Performance-based Service Plan	√			
Service Level Agreement	√			
Maintenance Plan				√