



Eagle Press Release



...Expertise in the Field

Eagle delivers the next generation of Field Service Engineer Scheduling

Exel Computer Systems, the leading UK based author and developer of the innovative EAGLE Field Service Management (FSM) system announces the availability of its new Assisted Scheduler functionality within EAGLE. The Assisted Scheduler represents the next generation of FSM scheduling combining class leading functionality with unparalleled usability.

Successful scheduling is a key component in delivering and maintaining customer satisfaction levels while also optimising company resources. The right engineer needs to be at the right job at the right time with the right part(s) and to complete an optimal number of jobs each day. Managing this for a whole fleet of service engineers can be an extremely complex and time consuming process and due to the interconnected nature of FSM scheduling, one mistake can have a knock-on effect across the entire schedule.

The EAGLE Assisted Scheduler uniquely combines powerful scheduling management capabilities with an intuitive user experience that intelligently assists even inexperienced users to make the correct scheduling decision, every time, first time. The EAGLE Assisted Scheduler not only uses a 'look and feel' similar to an Outlook diary to enable consistency and ease of use, it can synchronise in real time with individual engineers' Outlook/Lotus Notes diaries. This is because the Assisted Scheduler was designed to work in real time at every level and to provide visibility of information across the entire organisation.

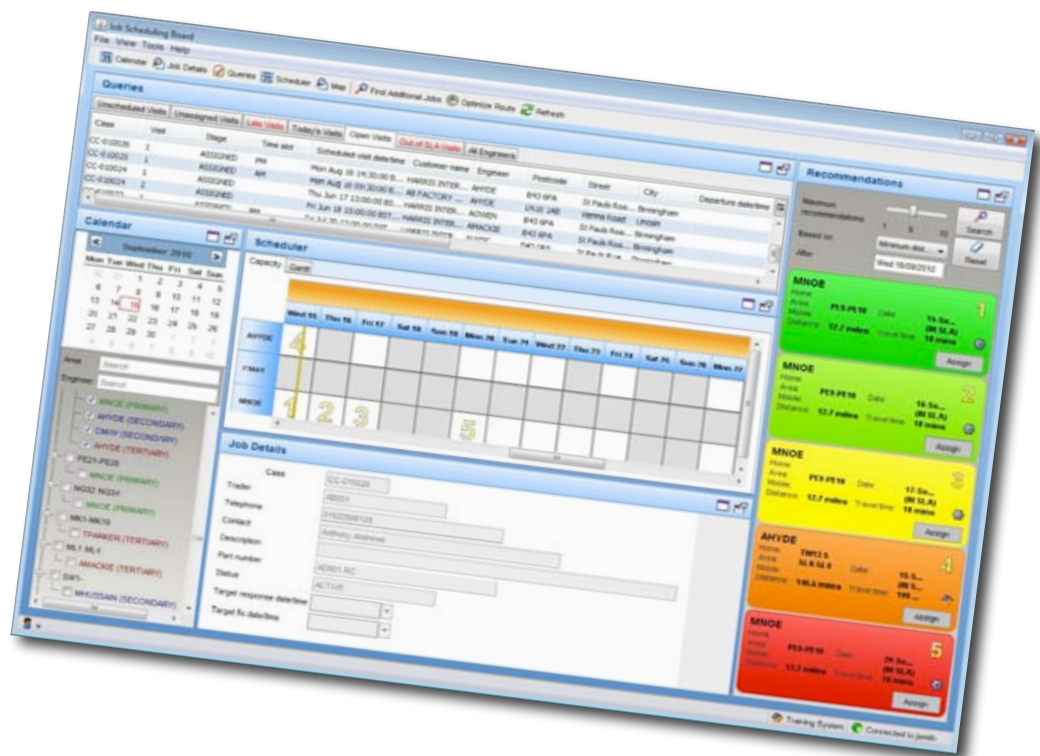
Access to real time information is essential, and at the heart of the EAGLE Assisted Scheduler lies a fully user configurable decision engine, its sole purpose to aid the operator to make the right scheduling choice first time. This decision engine takes into consideration every pertinent fact including Service Level Agreements, Job Type, Job Location, Engineer's Skillset, Engineer's Location, and real time route mapping technologies. The system will then make recommendations for the user based on your individual company priorities and allocation rules maximising first fix ratios. And because the system synchronises with engineers in real time, users have immediate visibility of any potential problems or difficulties and can react accordingly.





EAGLE FIELD SERVICE

Rue Dilhe, Managing Director of Exel Computer Systems comments on the benefits of this approach to FSM scheduling. "The scheduling capabilities of most FSM systems tend to fall into 2 camps. They are either very complex and pass on this complexity to the user requiring a high degree of skill to get the best from the system or they are simple to use because they have limited functionality. EAGLE Assisted Scheduling uniquely combines the powerful, flexible functionality required by today's demanding FSM industry with an ease of use that enables every user to get the best from the system. And when everyone gets the best from the system, efficiency is maximised, costs are minimised and customers are kept happy."



Further information about Eagle Field Service can be found online at <http://www.eaglefieldservice.com> or directly from Exel Computer Systems.