

TOA Technologies

# Predictive

## Introduction

Managing a mobile workforce can be chaotic. By definition, field workers operate in a dynamic and unpredictable environment. Every route is unique, and conditions change minute-to-minute. Dispatchers and managers have little visibility into the real-time operations of field technicians. And as things change, there is no way to communicate progress and arrival times to customers. With TOA Technologies, managing your mobile workforce just became smarter, faster and easier.

TOA provides the only enterprise-level, Cloud-based mobile workforce management solution that allows your company to increase efficiencies while enhancing the customer experience.

Our patented, industry-leading, predictive statistical engine analyzes learned historical performance patterns, overlays skill set, job history and customer proximity to create optimized, personalized daily schedules. And, our algorithms are designed to reduce cost by reducing drive time, overtime, and missed appointments. TOA provides a real time view of the field, which allows dispatchers and managers to manage mobile employees based on what is actually happening now, as opposed to what was planned 12 hours ago. And, our customer-centric solution predicts, with a high degree of accuracy, when a technician will arrive at a customer's home – and allowing service providers to give customers a smaller "wait window" of just one hour. Plus, our Cloud-based system is always running, so it shows availability based on what is happening in the field real-time, meaning it can match demand to availability better than any other system.

Whether you employ thousands of mobile workers or dozens, you can benefit from TOA's mobile workforce optimization solution.

TOA Technologies: Predictive. Cloud-Based. Right On Time.

## What We Do

TOA's mobile workforce management platform collects real-world data of the time it takes each technician to perform their work every day. That data delivers a granular performance-pattern profile for each field employee. We run that data through our algorithm and deliver a precise set of time-predictions with 96% accuracy for every service call.

What does that mean? It means we can dramatically narrow your customer's wait window and that translates into increased efficiencies, improved customer satisfaction and significant reductions in operating costs.

Running TOA means:

- No installation so set-up is faster
- No software investment so break-even is faster
- No out-dated legacy software so routing is faster
- No wasted employee time so you get to customers faster
- Automatic upgrades so you get state-of-the-art versions faster

### Our Complete Solution Suite Includes:

#### Planning & Scheduling

- Dynamic Routing & Scheduling
- Capacity & Availability Planning
- Routing Optimization

#### Management & Reporting

- Dispatch & Monitoring
- Mobility - Browser & WAP - On/Offline
- Business Intelligence & Reporting
- Supports Mapping & GPS

#### Predictive Customer Communications

- Client Notification - Meeting SLAs
- Inbound Reschedule
- Client Web Portal
- Post Appointment Client Survey

#### Integration and Web Services

- Secure, Scalable, and Fast
- Easy Access for Data Input and Extraction
- Integrates across Enterprise in Just Weeks

## How We Do It

TOA's approach to mobile workforce management is truly revolutionary. Our on-demand platform is time-based, predictive, self-learning and customer-focused:

- **Time-Based:** TOA measures everything that occurs in the field for each technician every day, enabling us to develop comprehensive technician performance pattern profiles.
- **Predictive:** We feed these performance pattern profiles into our proprietary statistical analysis algorithm and deliver reduced service window predictions that are 96% accurate.
- **Self-Learning:** TOA's software never stops collecting data—never stops learning—so the system never stops improving. The mobile workforce world is never static and neither are we.
- **Customer-Focused:** Ensuring a positive customer experience is at the root of our solution. Not only do we shorten wait times, we also keep customers in the communication loop.

## The Benefits of Running TOA

We make our clients smarter, leaner, faster, and more responsive. And that translates into real, quantifiable, bottom line results:

- 47% increase in jobs completed each day
- 40% decrease in miles driven per appointment
- 50% reduction in “where’s my tech” calls
- 30% improvement in on-time performance
- 98% client satisfaction

*“We were impressed with TOA’s innovative solution and their long-term vision for enhancing our customer appointment experience while reducing our operating costs. Our staff, whether technicians in the field, dispatchers in the back office or our IT group, have found TOA’s solution easy to use, easy to run, easy to manage and easy to own.”*

*Mark Masenheimer  
Blue Ridge Communications  
Vice President of Operations*

## Who We Are

The art of business is providing customers what they want when they want it. The science of business is doing it as efficiently as possible. As the business world’s only enterprise-grade, on-demand mobile workforce management solution, TOA Technologies does both. Harnessing the power and efficiency of software-as-a-service (SaaS), TOA gives IT service organizations unprecedented control over customer communication, planning & scheduling, and field employee management with a minimal capital investment. Winner of the **Gartner Most Innovative CRM Vendor of the Year** in 2008, TOA has invented the new standard in mobile workforce management.

## Customers



## Recognition



2009 product of the year award from *Customer Interaction Solutions* magazine.

### Gartner

Chosen four years in a row as “visionary” software provider  
2008-2010 innovative software vendor of the year  
Named best in breed for 2010

### Contact Us

TOA Technologies - US  
One Chagrin Highlands  
2000 Auburn Drive  
Suite 207  
Beachwood OH 44122  
Tel: +1.216.360.8106  
Email: marketing@toatech.com

TOA Technologies - Europe  
Kingsfordweg 151  
1043 GR Amsterdam  
Netherlands  
Tel. +31.628.458.959  
Email: marketing@toatech.com

Copyright TOA Technologies, 2010. This document is the sole property of TOA Technologies and is strictly confidential. It may not be reproduced, either in part or whole, it may not be transmitted or manipulated, in any form or way, may be it electronic, mechanical, photocopied or recorded, without TOA Technologies' expressed written permission. It may not be lent, rented or in any way transferred without the previous written permission of TOA Technologies, the holder of the copyright. Any breach of these conditions committed by any individual or organization who has access to the documentation will be prosecuted to the full extent of the law.