



## Introduction

This is what you've been waiting for: A solution to the problem of long, unpredictable customer wait windows. Our groundbreaking state-of-the-art technology predicts the exact time of an appointment with 96% accuracy and it opens the lines of communication with the customer. We're different from other mobile workforce management software companies because we started with your customer in mind and built our system to serve their needs. The result: TOA makes the service experience the best it can be. And that translates directly to the bottom line.

## What We Do

What makes TOA different? Time.

We measure the duration of everything that happens throughout the entire service cycle. We record everything mobile workers do in the field to create a real-time, time-and-motion study—an exact and granular performance pattern profile for each and every field employee. We then take these profiles and plug them into our algorithm which generates a precise set of time predictions with 96% accuracy. We communicate this information to all of the stakeholders in the appointment or service event, including the dispatcher, the field employee, the customer service agent, the manager and, most importantly, the customer waiting at home. Telling customers when appointments will actually happen and how long they will take is the future of appointment management. TOA's solution dramatically improves customer satisfaction, maximizes efficiency and reduces operational costs. It's that simple.

## 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.

### 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

## 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 to call centers
- 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.



Chosen three years in a row as “visionary” software provider in Gartner’s annual Magic Quadrant

Chosen as the 2008-9 Gartner’s Innovative CRM Software Vendor of the Year

### Contact Us

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