

ETAdirect

A customer-centric approach to mobile workforce management

ETAdirect brings together a full suite of integrated field service and appointment tools in one Web-based application. It's the only mobile workforce management solution focused on delivering a unified and enhanced customer experience through intelligent, automated and predictive customer communications. ETAdirect's unique activity tracking provides a comprehensive time-study analysis of operations, improving planning and on-time performance, as well as managing customer expectations.

Only ETAdirect lets you plan, schedule, dispatch, monitor and communicate real-time with:

- Client customers waiting for service and delivery appointments
- Back-office employees, including contractors and subcontractors
- Field and mobile employees

ETAdirect is a zero-footprint application and can be accessed from any internet-enabled device including mobile phones, PDAs and laptops.

ETAdirect delivers measurable improvements in productivity and customer satisfaction.

Business Benefit	Improvement
Increase in daily job completion rate	46%
Improvement in on-time performance	30%
Improvement in dispatcher to field employee ratio	45%
Decrease in miles driven per appointment	40%
Reduction in overtime	75%
Reduction in unnecessary truck rolls*	20%
Reduction in cancellations at the door (problem went away)*	10%
Reduction in inbound "where's my tech" calls*	50%
Customer satisfaction for TOA-managed appointments	98%

"At Arhaus Furniture, we've realized significant dollar savings...we've experienced a 40% decrease in miles driven per delivery run, and an increase in deliveries of 38% per hour, to name a few."

John Roddy
Arhaus Furniture
VP Logistics & Distribution

ETAdirect: A Software-as-a-Service (SaaS) solution that delivers fast ROI and requires no upfront investment.

The SaaS architecture offers many benefits:

- A pay-as-you-go cost structure.
- Fast ROI – clients recoup their investments by the 5th day of each month
- Unprecedented scalability and flexibility
- Fast deployment to implementation is complete in 8 to 10 weeks compared to the 9 - 12 months required for traditional hardware-based solutions
- Free upgrades

While requiring no:

- Up-front, high capital investment
- Dedicated IT support
- Maintenance fees
- Upgrade fees

"We selected TOA since they offer a customer-focused solution, are a leader in technology, and provide a hosted model."

Catherine Mitchell
COX Communications
Vice President of Field Services

ETAdirect: A modular system to fit your mobile workforce management needs

Planning and Scheduling Modules

Fully integrated with customer communications, these components are completely configurable for multiple organizational levels. They efficiently match mobile workers with the most appropriate jobs and effectively minimize travel time, work time and overtime. Key benefits include increased mobile worker productivity and reduced “not-at-home” wasted truck rolls. Predictive capacity estimation based on historical performance and work patterns, combined with using data from geographic location to appointment time windows to mobile employee skills, is another significant feature only available from TOA.

Management and Reporting Modules

A dynamic management dashboard that provides dispatchers and field management with complete visibility and control of their team’s activities, these modules are fully integrated with Google Maps, and customer care and billing systems and work with all major mobile devices and carriers. The result is a centralized access and a Web-based view which ensure adequate staffing, on-time arrival of field service personnel and importantly, improved customer satisfaction.

Customer Appointment Management Modules

These interactive modules deliver everything from automatic personalized messages to customers via the means of their choice – voice, text and email with current information regarding their service or delivery tech’s arrival time, to a post-appointment survey that captures real-time customer satisfaction metrics.

“TOA will allow us to revolutionize our approach to customer service by giving both customers and technicians unprecedented control in managing the in-home appointment.”

Manuel Marti,
ONO
 Director of Customer Operations

About TOA

TOA Technologies is the first and only company to develop web-based, mobile workforce management software solutions driven by customer preferences. TOA creates value for its clients by increasing their operational efficiencies, delivering a fast ROI, and significantly enhancing the customer experience.

Some of our clients include:

Cox Communications
 Bright House Networks
 Comcast
 Suddenlink
 Arhaus Furniture
 Home Paramount
 ONO (Spain)
 Numericable (France)
 UPC (Ireland)

We serve these industries:

Cable
 Retail
 Telecommunications
 Utilities

2008 Awards:

Winner: Gartner’s 2008 Innovative CRM Software Vendor of the Year

Leading Visionary: Gartner’s 2008 Magic Quadrant for Field Service Management.

Visit www.toatech.com
 or call **1.216.360.8106**
 for more information.