

Increasing efficiencies & reducing costs through innovative use of
technology



Connect Overview



syntegricom

South Africa: Syntegricom (Pty) Ltd

Phone 011 431 2211 – Email: info@syntegricom.com – Web: www.syntegricom.com

The Issues: Reducing bottlenecks and improving service

As an organisation you are in a highly competitive market where accuracy and efficiency is vital. Continual pressure is being put upon organisations from above (the government, legislation), from within (administration staff, mobile workers, IT, management) and from your customers. The kinds of pressures you are facing include:

- Improving the customer experience
- Improving profits
- Reducing administrative burdens
- Reducing costs
- Increasing outputs
- Reducing stress levels
- Meeting deadlines, guidelines, legislation and best practice
- Providing feedback
- Accessing information
- Making sound investments
- Health and Safety
- Lone worker protection
- Environmental pressures – being greener

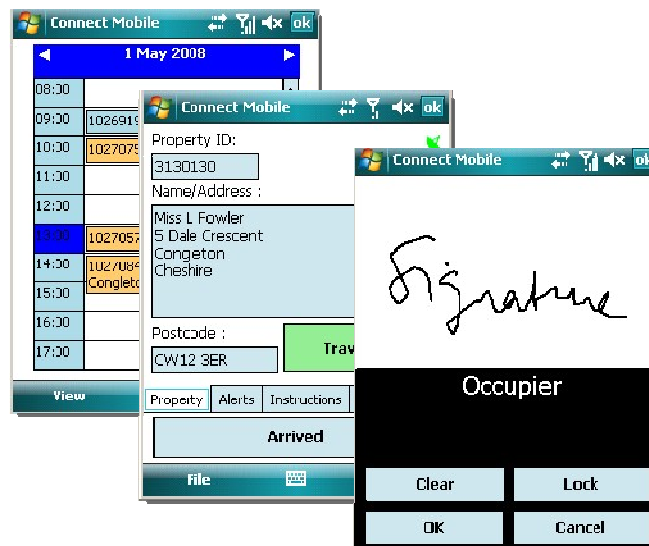
Added to these is the fact that we live in a world of immediate information. People are becoming ever more demanding and expectations of an immediate response are ever present.

Connect: Drastically reducing cost, whilst increasing productivity

Accepting that you are under all the above, Connect has been developed to help you manage and control these issues. To help you meet your targets. And to help you cut costs.

Connect efficiencies:

- Help you manage your entire mobile workforce, efficiently and effectively
- Reduce your administration and employee costs - significantly
- Reduce paper trail
- Improve communications & information flow
- Increase data transparency
- Enhance customer service
- Improve lone worker protection
- Reduce revenue leakages
- Improve cash flow
- Give you all the KPIs that you require
- Protect your existing investment; integrate to existing back office systems





Features	Benefits	Which means...
Immediate information on mobile teams – where they are, what their appointments are	Easily schedule emergency jobs Assign job to closest operative Appoint the operative with the right skills & equipment	Greater efficiency Increased environmental benefits Less time wasted travelling and organising.
Integrated TomTom Sat Nav	Workforce find destination easily	Cost savings, ease of use,
Real time tracking and information	Up to date information of where an operative is – with timings	Accurate information to your customer of arrival times etc.
Immediate feedback on jobs completed	Administration tasks can be done immediately e.g. invoicing, stock control	Better financial information Improved cash flow
Emergency jobs easily scheduled as they are reported	Immediate scheduling and assigning of operative	Improved customer service
Easy to change appointments and to reschedule	Simple operation, few clicks will reschedule	Reduces stress Cost savings Improved accuracy of information Audit trail
All work processed via PDAs	Eliminates job sheets and timesheets	No paper processing No wasted time updating systems
Instant customer feedback	No call-backs, customer signs off job Signature and name recorder	SLAs met No disputes
Compatible with existing systems: integration	Integrates to your existing back-end systems	Specialist mobile solution with your in-house system Protects existing investment
Alarm button facility	Lone worker may alert HQ if there is a problem	Lone workers are protected Peace of mind
Designed for ease of use	Quick uptake on system functionality	A happy and less stressed workforce
Customisable to your requirements	Platform for your future needs	Use same system for all mobile teams...

Functionality – at a glance

Scheduling & appointment management	
- Scheduling optimisation: job type, skillset, availability, location & cost	✓
- Travel time optimisation & control	✓
- Flexible job control: rescheduling, multi period, duration	✓
- Diary management	✓
- Automated SMS reminders	✓
- Automated appointment letters	✓
- Address validation: Afd Postcode Plotter	✓
- Map view through Microsoft Map Point	✓
Location monitoring	
- Dual tracking mode: operative & vehicle	✓
- Route & mileage management	✓
- Congestion charge alerts & monitoring	✓
Job management	
- Multiple job types: R & M, Gas, Electric, Inspections, Surveys	✓
- Voids management module	✓
- Customisable job templates	✓
- Job monitoring & escalation	✓
- Automated job despatch	✓
- Sketching and planning tool	✓
- GIS module	✓
Internal messaging	
- Unlimited length messaging functionality	✓

- Reply & read receipt notification	✓
- Message alerts	✓
Mobile functionality	
- Multiple diary view	✓
- Job escalation alerts	✓
- H & S risk alerts	✓
- Integration to TomTom	✓
- Easy to use job completion forms: drop down, tick boxes, free text....	✓
- Ability to include photos & sketches in jobs	✓
- Digital signature capture	✓
- Easy to use contact tool	✓
- Integration to back office: Stock & parts lookup	✓
- Mobile printing	✓
Lone worker protection	
- Panic button for mobile users	✓
- Alert management	✓
- SMS alert for managers	✓
Data & information control	
- Integrates to existing back office system	✓
- Real time communication via GPRS	✓
- Report functionality	✓
- Timesheet information collection	✓
- Job information analysis	✓



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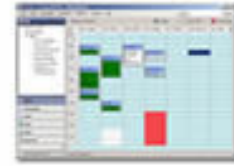
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Connect Modules & Technical information

Connect Manager

PC based management & Diary tool for scheduling, job allocation & reporting.

Integrates to MapIT & AFD Plotter



Connect Mobile

Pocket PC software - GPRS enabled for Windows, WM5 and WM6

Microsoft .NET Compact Framework Version 2

Communications protocols: XML over HTTP

Integrates to TomTom Navigator



Connect Panic

Pocket PC software enabled through Connect Mobile.

SMS alerts



Connect Server

Server platform to run the communications controller. IP addressable broadband connection.

Windows Server platform (W2k Pro, Win XP Pro, 2000 Server, 2003 Server)

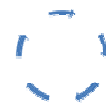
MySQL/MSSQL database IIS 6 (optional)

Communications protocols: XML over HTTP.



Connect Exchange

Connect integrates to all databases that support Microsoft ODBC interface.

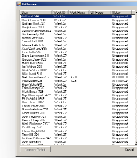


Add - ons

Connect Timesheets

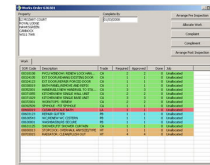
Module for managing timesheet information; PDA and PC version

Connect Timesheets allows PDA users to submit their timesheets without paper. But that's the easy bit! Managers will be able to process, on screen, all timesheets, reconciling at the same time any variations between what is claimed and what was actually worked, monitoring start, end and break times, and analysing work/travel proportions. Approval and payroll export functionality included.



Connect Voids for Social Housing

Connect handles the complete Voids management from Pre inspection through the job and to the post inspection. Standard Connect functionality such as scheduling, appointing and control for the complete process



Connect GIS – New!

Connect now supports a GIS shell. Localised GIS data (for example, a District Metering Area, a County) may be downloaded to integrate with Connects' configurable job subsystem, to access, reference and record GIS data directly alongside whatever survey, repair or similar activity may be taking place. Please call for further details.



PDA & PC version



Referencability

Housing

The Dane Housing Group, Congleton

The organisation provides high quality affordable housing within the Cheshire area, managing about 4,000 properties. Dane has recently merged with Plus forming a new organisation called Plus Dane with 15,000 properties.

Connect handles all the R & M jobs, including all test & certificates for both gas & electrics.

Other info handled by Connect includes H & S, Risk assessment, vehicle checklists & mileage.

Integration to back office system: IBS Open Housing

Website: www.neighbourhoodinvestor.com

Contractors

G Purchase Construction Ltd, Walsall

This is a multi-disciplinary construction company specialising in the provision of repair, maintenance and improvement services through partnering agreements with the social housing sector in the Midlands.

The company runs several contracts through Connect for all their out of office activity, including mileage reporting & timesheets. Connect allows G Purchase Construction Ltd to efficiently integrate, is applicable, to their clients' host systems such as Orchard and IBS.

Clients include: North West Leicestershire District Council, Castle Vale Community Housing Association, The Bromford Housing Group

Website: www.purchasegroup.co.uk

Demonstration



**The Housing
Forum**

CONSTRUCTING EXCELLENCE - Connect is a live demonstration project

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Utilities

Underground Pipeline Services (part of South Staffs Water)

The company provides pipeline services including repair; maintenance and replacement of underground pipeline systems to a wide range of organisations including local authorities. UPLS handles both waste water and clean water. The operatives often have to deal with difficult working conditions and providing the mobile teams with accurate job information together with lone worker protection is important to UPLS.

Cutting journey times and associated fuels costs is key for a more efficient management of jobs and people.

Website: www.upls.co.uk

Telecoms

Eurotel

Eurotel is one of the UK's leading communications specialist, providing comms to SMEs, nationally. Recent acquisitions have resulted in a drastic increase of the field based staff from 25 to 50+ engineers over a three month period.

Eurotel required a flexible mobile solution that could integrate to their in-house systems but also be easy to change to meet the needs of the expanding company.

Website: www.eurotel.com

Councils

Wiltshire Council (formerly Salisbury District Council)

SDC merged with three other authorities on 01/04/2009 to form Wiltshire Council. Its Housing repairs team has remained in place.

Housing repairs covers a fairly large geographical area and manages about 5,000 properties. The organisation has its own DLO teams for all areas of Housing repairs. Wiltshire Council wanted to cut journey times, improve the safety for their team with Lone Worker protection and also reduce the pressure for its very busy in house Admin team. Connect handles all repairs and integrates to their back office system, Simdale.

Website: www.wiltshire.gov.uk

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Syntegricom and Telecetera – Company overview

Syntegricom (Pty) Ltd, a systems integrator based in Johannesburg, South Africa, have a long standing relationship with Telecetera Ltd which is also a well established, high-tech software house based in Worcester, specialising in Mobile solutions. Telecetera, incorporated in 1990, and specialises in BPI (business process integration), i.e. the enhancement of existing systems investment with leading edge technology.

Syntegricom and Telecetera relationship was formally extended after the development of Connect, a Remote Workforce Management System introduced in its current form in 2005 by Telecetera. This has provided the companies with a leading edge product to extend its philosophy of BPI to an expanding marketplace. The companies grow together through a close business relationship approach already practised for many years, and to be the one that benefits its customers most.

Efficient and innovative, we help our customers to establish their processes and build an efficient platform for the future

Previous customers include Vodafone and o2 (as Cellnet) in the UK, as well as MTN and Vodacom in SA with whom Telecetera were able to provide MSP (Mobile Service Provider) billing systems in the 1990s. This was also the basis for the relationship between the two companies through these long-standing relationships between both their founders, and provided in-depth integration and general expertise linking to the Sage Enterprise Accounts Systems.

Some existing clients...

- Cookes Furniture
- Eurotel
- FLR Spectron
- G Purchase Construction
- Labcaire
- Mouchel
- Wiltshire Council
- South Staffs Water
- The Dane Housing Group
- Underground Pipeline Services UK

Our service: in partnership with our clients

Effective support and customer service is key for our organisation and we recommend that you contact one of our references and talk to them about our effective service delivery.

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