

# ProfitMaster<sup>®</sup> Mobile Service Writer

**What it is** – Mobile Service Writer is an application that allows a service writer to quickly enter repair order data on a Windows-based PC, laptop, or tablet PC and upload that data to the Karmak Legend<sup>®</sup>, INFO 5<sup>®</sup>, and ProfitMaster business systems, resulting in a new open repair order.



**What it does** – This software allows users to capture customer and unit information, and the jobs to be performed along with any customer notes, stores the data, and optionally prints a work order and captures a signature. The data is easily uploaded into the Legend, INFO 5, or ProfitMaster business system as a repair order. The work order document, including the signature, may also be imported into the KOLD (Karmak OnLine Documents) archiving system if desired.

**How it does it** – The software is loaded on a desktop PC, laptop, or tablet PC. Customers, units, and repair types are exported from the business system and loaded into the PC. The user selects the customer and unit from a list, or enters the information if the customer is not already stored in the device. The user then selects a repair type that describes the work to be performed and enters any customer notes or comments. The user can capture a signature (requires optional hardware or software) and print a work order document, which is stored for later upload to KOLD. Using a wired or wireless network connection, the data is uploaded to the Karmak business system and imported as a new open repair order. If desired, a Microsoft Outlook appointment can be created from the work order data.

## **Customer Benefits**

- Service writers become more efficient and can assist customers more quickly
- Optionally create new customer accounts in the business system
- Automatically create new customer unit records in the business system
- Updates unit meter reading in the business system
- When used with a live connection to the business system, the unit's previous repair history can be displayed on screen
- Allows full use of tablet PC features, including pen, drag and drop, digital ink, landscape or portrait orientation, and signature capture (with additional software)
- No more handwritten paper work orders to decipher
- A work order "hardcopy" can be printed immediately from the PC
- Work orders are saved in the PC and can be viewed after they are transmitted
- The printed copy of the work order, including the signature, can be uploaded to KOLD for archival and reference
- Can create Microsoft Outlook appointments if desired

## **Legend requirements**

Legend V6.0 or higher running on an AlphaServer or Integrity system with OpenVMS V7.3-2 or higher, and if using KOLD, Legend KOLD V1.1 is recommended

### **INFO 5 requirements**

INFO 5 V7.2A or higher running on a RISC system with OS/400 V5R1 or higher

### **ProfitMaster requirements**

If using ProfitMaster Service, 2.0 Release 4 or higher is required

### **Operating System requirements**

- The PC, laptop, or tablet PC requires Windows XP with SP2 and the Microsoft .NET Framework 2.0 or higher, Windows Vista (32-bit and 64-bit) Business or Ultimate, or Windows 7 Professional, Enterprise, or Ultimate (32-bit and 64-bit)
- IPv6 has not been tested, so IPv4 is recommended

### **Hardware requirements**

- A desktop PC, laptop, or tablet PC with at least 512MB RAM (1GB recommended), for each service writer
- Optional signature capture device (obtained from Karmak) – requires a USB port – or software (for tablet PC only, obtained from Karmak)
- Optional bar code scanner – requires a USB port or Bluetooth connection
- Optional printer
- Optional wireless access point
- Optional wired network connection
- A local mail server is recommended in order to fully utilize the email options within the Karmak products
- Karmak can assist with all hardware requirements

### **Pricing**

Contact the Karmak Sales Department for pricing

### **Training requirements**

Telephone and web-based training is provided by Karmak

### **Installation**

Installation of the Mobile Service Writer software will be completed by the customer, with assistance provided by Karmak as needed. Installation of the Legend, INFO 5, or ProfitMaster interface will be completed by Karmak personnel.

**Development team**

Karmak's Legend, INFO 5, and ProfitMaster Design and Development groups

**Target market**

Any Legend or INFO 5 client that meets the minimum requirements



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