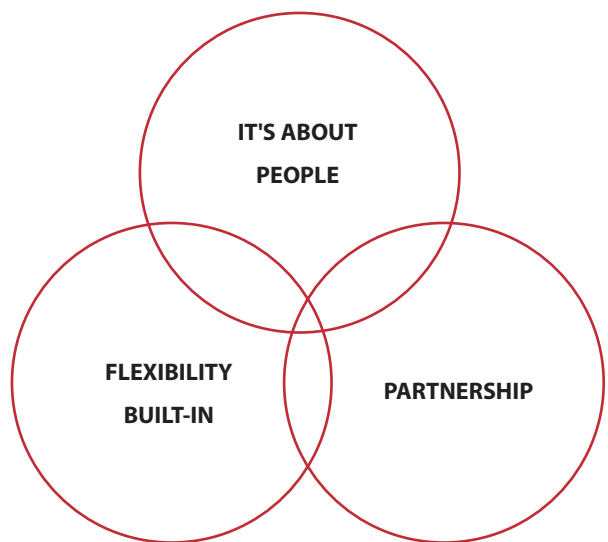






Core facts about isMobile

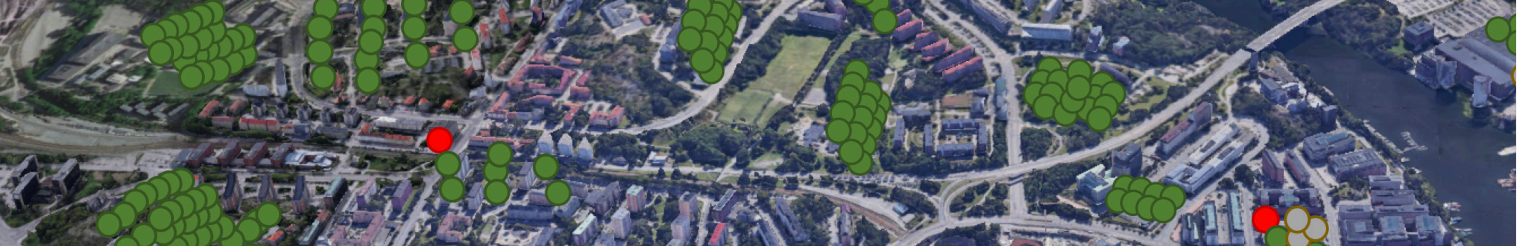
- isMobile is a growing Swedish software product company founded in 2000, active in the mobile field service management solution market.
- Main market segments are Utility, Industrial Maintenance and Customs.
- isMobile delivers two types of solutions; either an enterprise field service management solution with the full-blown Blå Coordinator or specific optimised mobile field service management packages as a cloud service for specific high-volume applications like Smart Meter Rollout.
- Our solutions are today being used in ten countries by world-market clients like Eitel Networks, Naturgy, Vattenfall Service, Maintpartner, Kamstrup, OneNordic, Lassila & Tikanoja, and many more.
- The partner network is growing, as the main strategy is to help even more customers in Europe and the rest of the world.
- isMobile operates from its head office in Luleå, Sweden, with sales and support personell in Helsingfors, Stockholm och Sevilla.



The world is constantly changing. Regardless of software solution. Affected by the global economy, service providers are regularly forced to reevaluate their competitiveness and how to best position themselves in the business ecosystem. In addition, service industry workers demand a higher level of participation and more dynamic organisational structures. But these ideas are traditionally counterintuitive to cost-efficiency.

That's where isMobile comes in.

We have built a software platform with the top criteria to manage change. Changes in real-time and over time. Having flexibility built-in in our software solutions and in our behaviour. Working together between three main roles - back-office, field worker and end-customer - is key to us. It's about efficiency by transparency. Working in a partnership model is in our DNA.



2000 work orders per day with different skill requirements
140 field workers with 4 different skills sets in 8 teams
5-15 performed assignments per day

CHALLENGES IN MOBILE FIELD SERVICE MANAGEMENT

Challenges in mobile field service management are all about managing high volume of corrective, preventive and installation assignments. They all need to be executed simultaneously with planning and scheduling based on a great amount of mobile field workers from the service organisation, subcontractors or a combination of them, all with several different sets of skills sets.

COUNTRY/COMPANY LEVEL

A country and its companies have unique conditions for addressing the challenges of field service management. They must take several aspects into account, such as geographical position and demography, laws/regulations, politics, infrastructure/industrial/technological development and economic/social/environmental sustainability status for example.

In order to execute the mission in a manageable way, they must find the most optimal division of areas to achieve efficiency. The classification can be done in different ways, for example geographical areas like country, regions and postal code or by Metropolitan Statistical Areas (MSA). Other definitions can be made by contract, expert and installation areas.

PROJECT LEVEL

Once the country/company has decided on the right approach for the specific service management challenge, they need to define the requirements and recourses to start the projects needed.

One approach in rollout projects for example, is to begin with organising the work into Metropolitan Statistical Areas (MSA) and execute the work to be done area by area.

The projects also need to divide the resources into suitable groups/teams in different levels depending on availability, skills and if they belong to the contractor, entrepreneur or subcontractor.

RESOURCE LEVEL

The mobile field worker needs to be on time, **in the right place with the right skills, information and equipment**. In order to achieve that, the field worker needs to get a time slot for access from the end-customer and the precise information about the work to be done, how to get field access, security restrictions etc.

Another challenge is to have good communication **interactions in real-time to build trust and a good customer experience** before, during and after performing the assignment.

Back-office faces real-time changes on a daily basis, often several times a day. Someone calls in sick, an accident happens, delays in traffic or important equipment is missing or lost in logistics management.

IT'S ABOUT PEOPLE

IT'S ABOUT PEOPLE. FLEXIBILITY BUILT-IN.

In order to meet the challenges and keep your promises to your customers, isMobile with the platform Blå Coordinator offers a field service management approach by transparency between three main roles. It's all about people having the right information in the right time.

The back-office needs to be in control of every day challenges by having the real-time information from the field to be able to perform the planning, scheduling and dispatching. They also need real-time notification and tracking of work progress with visual key performance indicators in order to take the right actions needed.

The field worker needs an optimised route on map to be on time in the right place based on back-office optimised planning and scheduling. On site they use a situation based digital guidance with check-lists and advanced validation in flexible mobile field reporting forms enabling efficiency, quality and real-time information to back-office about work progress. These operational field reports gives opportunity to take real-time actions for both parties.

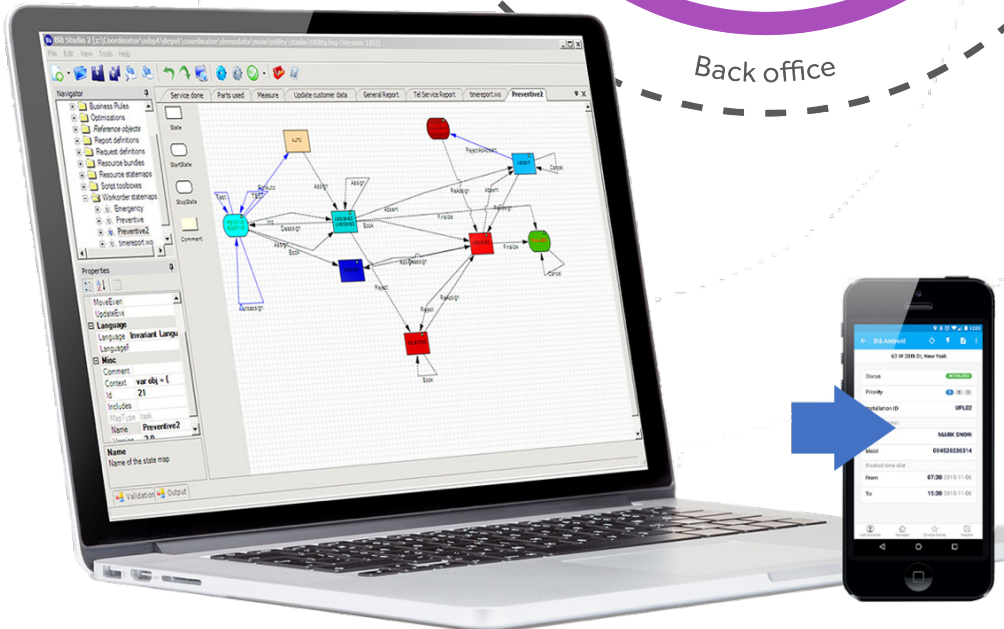
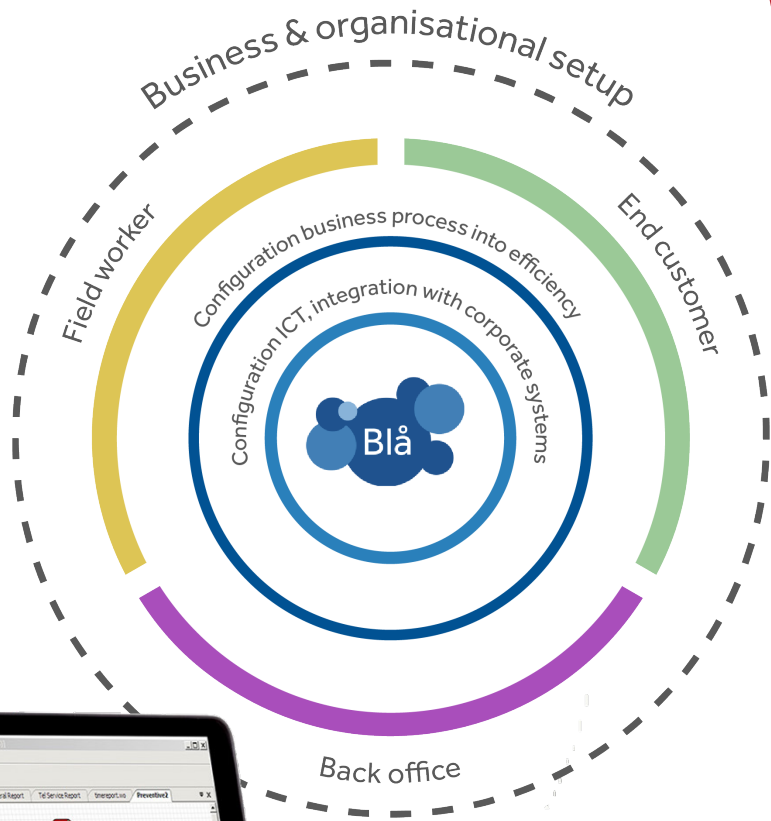
The end-customer wants to follow the progress of work and be assured of the service company keeping their promises.



Keep your promises by:

- Transparency between three main roles
- Simultaneously managing multiple types of workorders, subcontractors, SLA's, field reporting
- Optimisation
- React to real-time changes

**FLEXIBILITY
BUILT-IN**



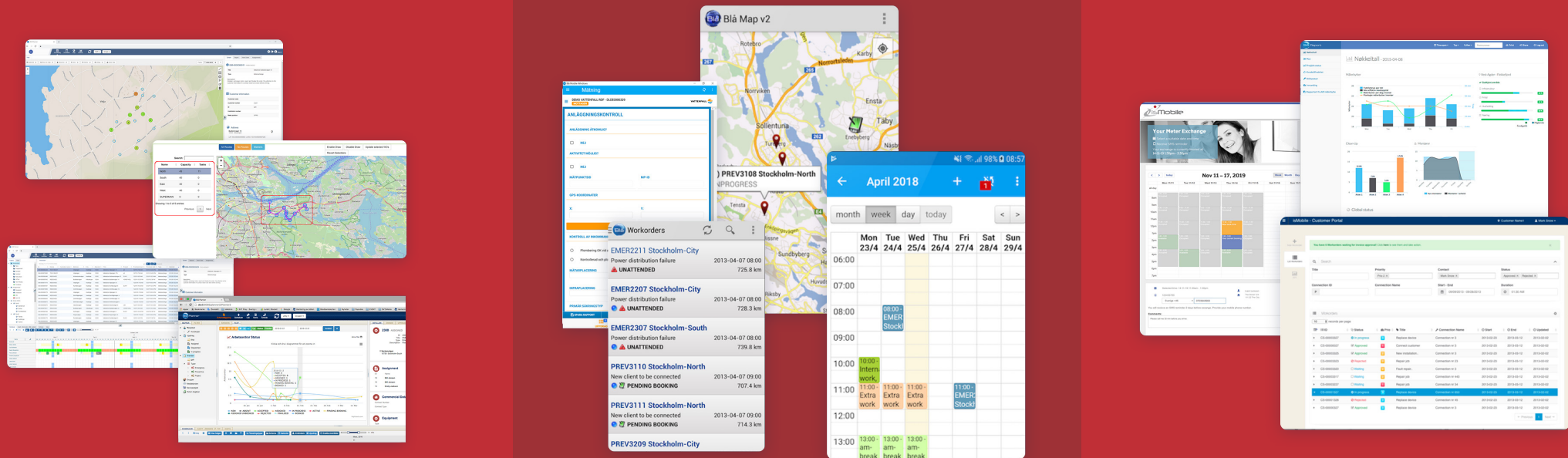
Business and organisational setups changes over time. That is a fact. Blå Coordinator has embraced this insight and transformed it into a real gain instead of a pain.

CONFIGURATION ICT, INTEGRATION WITH CORPORATE SYSTEMS

Every company with assignments on a large scale has several corporate systems that support different types of business process. That is also a fact. **Real-time integration** to corporate systems Like ERP-system, asset management systems, skills databases, CRM's, IoT services and work order generators. The integration is supported by the Blå integration adaptor providing open API:s to achieve smooth integrations. The wide range of interactions between the systems must be efficiently and timely dispatched. It is also important that the communication is simple to adapt as the external systems come in many flavours, usually with their own data formats and content.

CONFIGURATION BUSINESS PROCESS INTO EFFICIENCY

Once you have your support-system and tools set up you're ready to go, but you're not done. Your organisation will change over time and the support-system needs to adapt to your needs. The module is Mobile Blå Studio based on Blå is designated to manage this challenge. A powerful tool where you are able to **manage your business processes over time with an drag-and drop philosophy executing your changes with immediately impact, without demanding re-writing of code.** This is flexibility built-in!



BACK OFFICE

IN CONTROL OF EVERYDAY CHALLENGES

1. Automatic planning, scheduling and dispatching in different levels. Support to re-schedule and re-optimize for real-time changes – Blå Planner, Blå Optimizer
2. Real-time notification and tracking of work progress with Key performance indicator visibility – Blå Planner, Blå KPI Portal
3. Review and follow-up reporting for billing and KPI analysing for future improvements – Blå Planner, Blå KPI Portal

FIELD WORKER

ON TIME, IN THE RIGHT PLACE WITH THE RIGHT INFORMATION AND EQUIPMENT

1. On time in right place- optimised route on map
2. Right information and equipment for efficient assignment execution – Situation based digital guidance with workorder information, check-list and advanced validation built-in
3. Report completed assignment on site– Field reporting forms with flexible user interface depending on task with validations and online/offline support

END CUSTOMER

CUSTOMISED INTERACTION SUPPORT FOR REAL-TIME CHANGES

1. Work progress monitoring- Blå Customer portal
2. Book and rebook time-slot for performance of assignment – Blå Customer Booking Portal
3. Status and follow-up reports – Blå KPI Portal

FLEXIBILITY IS THE BASE OF OUR PARTNERSHIP MODEL

We have built a software platform with the top criteria to handle change. Changes in real-time and over time. Having flexibility built-in in our software solutions and in our behaviour.

isMobile transforms or optimises service organisations into streamlined information-driven service operations. We deliver the best-in-class software solutions to support the transition.

We also provide services – delivered by us or in partnership with friends - analysis of the operations, mapping processes with functionality, integrations with corporate systems, software development additions and the deployment and training of our software solution. Working in a partnership model is in our DNA.

For your support and comfort using Blå Coordinator, isMobile have strategic business partners in Europe to ensure close communication interactions and transparency in all your daily challenges

INVEST NOW WITH A SOLUTION THAT DELIVERS ADAPTIVITY OVER TIME

To make an investment for sustainable business value over time, you need to keep track of the things that are most important for your business efficiency.

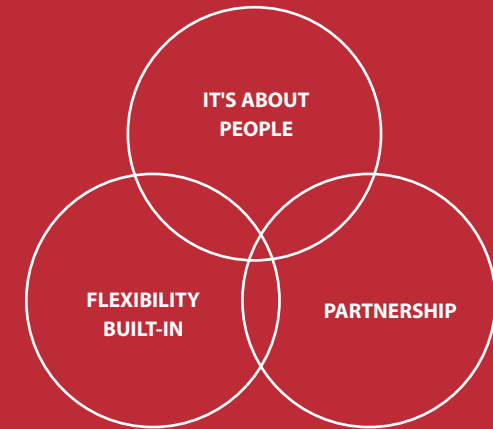
Blå Coordinator offers adaptivity to follow your needs over time as your partner. By using Blå Coordinator you are able to keep your promises to your customers and reduce your administration by 10-15%.

Blå Coordinator also focuses on enabling an excellent customer experience by supporting transparency and flexibility built in.

PARTNERSHIP

BUSINESS-ORIENTED FIELD SERVICE MANAGEMENT

IN HARMONY WITH PEOPLE



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