



Utility field staff are key to responding to customer requests and solving day-to-day issues. Their safety and security are among their highest priorities. A modern mobile workforce management strategy, built around real-time mobile technologies, helps you address both.

Are you looking for better communication between the office and the field? Technology presents an opportunity to eliminate redundant data entry and the errors often associated with it.

**NorthStar™ mCare** is a real-time mobile workforce management application for utilities available over smartphones, tablets and laptops. Highly configurable by IT and intuitive for users, service order information flows seamlessly from the office, to the field, and back. There is no need for printed orders or redundant data entry. NorthStar mCare eliminates unnecessary radio traffic and trucks rolls.

NorthStar™ mCare allows users to assign service orders based on a variety of criteria; such as, priority, volume and location. Upon sign-in, users are provided with a logically queued daily work-order schedule with task specific information. Once a field user has completed a job, mCare automatically shares the data with your customer information system in real-time.

**We understand your need to:**

- Improve response times to customer requests and in-field incidents.
- Improve safety, security and job satisfaction of field staff
- Increase efficiencies through cost-effective automation technology and improved staff productivity

### Deliver exceptional customer service experiences

We focused on helping modern utilities leverage cost effective technology to automate operations and deliver consistent customer experiences across every touchpoint. NorthStar™ mCare is one of many applications that seamlessly integrates with our core offering, the robust and highly configurable **NorthStar™ Customer Information System (CIS)**, by way of our REST API.



For utilities who invest in today for tomorrow, NorthStar™ CIS is a modular, scalable and flexible solution that scales as your organization grows. The solution may be optionally enhanced with value add modules for mobile workforce management, consumer engagement, business intelligence and more. Each of which integrates seamlessly with NorthStar™ CIS to deliver exceptional customer service experiences. Plus, technical experts within the NorthStar™ Professional Services team are available to support environment hosting, maintenance, updates and security.

## Improve customer service through responsiveness

With NorthStar™ mCare, field staff are provided the right information at the right time to respond more quickly to customers, as well as update the customer information system in real-time. The mCare solution helps:

- Optimize the assignment of orders to field staff and increases productivity of work completed.
- Reduce the overhead and administrative costs of manual paper-based dispatching and data entry.
- Reduce expensive overtime and non-productive idle times with better visibility into workloads.
- Improve the safety and security of field staff through real-time visibility into service order locations and statuses.
- Enhance customer service by shortening response times to field service requests.
- Adhere to the strictest security protocols with robust end-to-end encryption, as well as user authentication and time-outs to ensure that only authorized personnel obtain access, which means both consumer and utility information remain protected and secure.

## Take advantage of core functionality...

- View, sort and assign service orders
- Configurable order priorities
- View field staff statuses and progress
- Configurable forms and validations
- Support for a wide variety of devices
- Offline support with seamless reconnect
- Automated store and forward data transfer
- Reporting, alerts and reminders

## Benefits to your utility...

- Decrease errors in the field, increase the accuracy of order completion details and improve the overall quality of information in your NorthStar CIS solution
- Gain valuable, trusted insight for better decision making with your NorthStar Business Intelligence application

### Why collaborate with NorthStar™?

- ✓ Solving real-world challenges for utilities is our focus. Developing solutions that support both current and future needs.
- ✓ We are a technology partner for the long term. Advice. Best practices. Networking. For 35 years, we have been helping utilities provide the services their customers depend on.
- ✓ We believe in continuous innovation, making significant investments in new and emerging technologies to support your future needs.

Customer Information & Billing  
Business Intelligence

Workforce Management  
Document Management

Consumer Engagement  
Professional services

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