

TicketRx MANAGE ONE-CALL TICKETS

TicketRx is a software service for utility locators to receive and manage locating tickets from one-call centers. TicketRx is ideal for utility companies with

Locator Features

Locators review and organize their ticket load online, then record their work using clear choices like “Marked”, not obscure codes. Behind the scenes, TicketRx translates locator work records into appropriate codes for billing and one-call responses.

Configurable Routing

Configure TicketRx to automatically route your tickets to the correct locator, based on:

- Township-Range-Section
- Latitude / Longitude Map Polygons
- One-Call Grid Systems
- City, County, State
- Member Code
- Other Custom Routing Rules

Management Features

Each manager manages the locators in their group. Stay on top of each locator’s work load and productivity.

Time Tracking

Eliminate paper timesheets! Users enter their working hours electronically. Managers review and approve timesheets on-line. Export the hours from TicketRx for payroll processing.

Client Access

Allow your clients to log in and view ticket status and history. There are no additional charges for this client access. This will save your staff time, and offer additional value to your clients.

Damage Investigations

Perform electronic damage investigations. Include unlimited notes, file attachments such as digital photos or spreadsheets, damage estimates, and record invoices and check payments.

Customize

Customize rules for:

- Billing Calculations
- Due Dates
- High Profile Tickets
- User Notifications

Built-In Reports

TicketRx includes over 60 predefined reports, to handle a wide variety of common reporting needs.

Use historical and data drill-down features to explore data and break it down in different ways to understand how your business is operating. Answer questions like

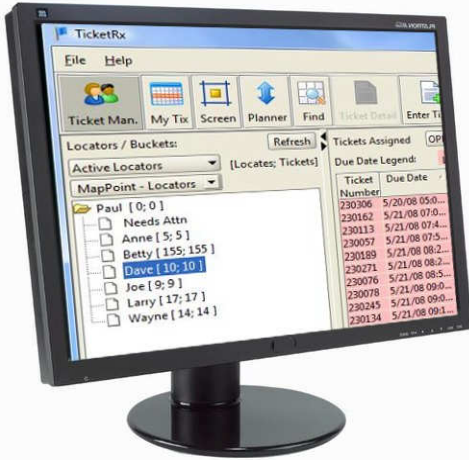
- Ticket Count per Month for the Year
- Ticket Count per Client per Week
- Many other ad-hoc reporting needs

Field Audits

Ensure that locators are following procedures with Field Audits in TicketRx. Complete questionnaires for each audit and then run reports on the audit results to see how your organization is performing.

Digital Dashboard

Review the overall status of the tickets and the locating staff with a user configurable digital



Up Front Pricing:

\$60 Per User, Per Month

There is no startup cost. The price is simply \$60 per user, per month. Count your locators and office staff, multiply, and that is your monthly price.

$(Locators + Office Staff) \times \$60 = Monthly Price$

All Inclusive Price

The monthly price includes everything:

- Setup
- Hosting
- Ticket processing
- Phone and email support
- Training
- Parser and responder configuration

No Contract

You can cancel at any time.

Satisfaction Guarantee

Try out TicketRx for 30 days and if you are not satisfied with the product, you can cancel your service and we will waive the TicketRx usage fees.

Contact Us

Mobile Workforce Management LLC

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www.mwmsolutions.com

System requirements

Minimum

- Windows 2000®
- Processor: 750 MHz
- RAM: 256 MB
- Hard Drive Space: 20 MB
- Java™ 6

Recommended

- Windows XP® (Also compatible with Windows Vista®)
- Processor: 1 GHz or Higher
- RAM: 512 MB or Higher
- Hard Drive Space: 100-200 MB
- Java™ 6

Internet Connection

Since locating work happens in the field, TicketRx is built to be used both online and offline.

Locators download their tickets when they have an internet connection. Then they work the tickets offline and the next time they connect their completed tickets are uploaded and new tickets are downloaded. If wireless internet access is not available to locators in the field, then an office connection, where they can sync at the beginning and end of the day, is sufficient.

To fully access the TicketRx management and administration features requires an active internet connection.

Installation

Although it is not a "web application", TicketRx installs easily from a web page. Field users typically use TicketRx on notebook computers.

Tablet Computers

TicketRx also supports Tablet PCs. This enables your locators to capture contractor signatures electronically and add handwritten notes and drawings to tickets.

Contact Us

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Our web site features extensive details about TicketRx, including screen shots, demonstration videos, and complete product documentation.



www.mwmsolutions.com

TicketRx: it's not just software, it's a service!

Phone and Email Support

Mobile Workforce Management LLC (MWM) provides both phone and e-mail support for issues that arise as you use the application. The phones are staffed during business hours and e-mail messages are returned promptly to address any concerns that you may have. We can also be reached after-hours for emergency issues.

Hosted Service Reliability

TicketRx is offered as a service that is operated and maintained by MWM. The server components of TicketRx are hosted in the MWM data center. You do not need to provide server hardware or software. The MWM data center is a secure, commercial data center featuring:

- A controlled access facility with biometric hand scanners and security cameras.
- Building power supplied by three underground grids with automatic failover.
- UPS system for short-term power problems
- Multiple diesel generators for long-term power outages.
- Redundant cooling systems.
- High-speed fiber connections to several Internet backbone carriers.

Attachments

Attach your digital photos and other files to tickets and investigations. Even attach voice notes within the application. Your files will be uploaded to the MWM servers and made available for historical reporting.

Backups

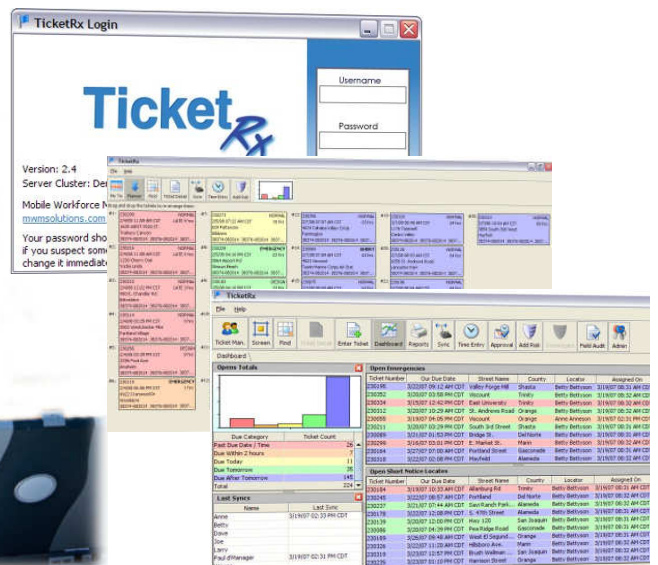
System backups are performed nightly and transferred off-site via a secured connection. The security of the connection ensures that information is unreadable during the transfer process, and the additional backups help ensure the loss of data is minimized even during catastrophic events.

GPS Tracking

Equip your locators' computers with standard GPS devices and use the TicketRx GPS Tracking feature. This records the location and speed of the locator throughout the day. Managers review this data through reports and the digital dashboard.

Training

MWM provides online video training to get your locators up to speed quickly. This reusable training is included with the software at no extra charge.



Screenshots from TicketRx.

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