

Motorola Mobility Platform integrates in-house mobile software technology and Microsoft .Net and .Net Compact Framework to extend business processes to the field.

A mobile solution so flexible, it automates today and adapts tomorrow.

Motorola® Field Service Application for Utilities



HC 700 Handheld Computer



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How do you move your utility from deskbound dispatch to everywhere mobility? From paper-based functions to productive automation? From costly field processes to continual cost-efficiency?



ML900 Mobile Laptop

Motorola can help you execute today and adapt tomorrow with a flexible "field force automation" solution designed for gas and electric utilities. Now you can manage your work processes seamlessly and evolve easily without system incompatibilities or obsolescence.

Powered by proven expertise in utility and mobility applications.

Motorola brings decades of experience, ingenuity and a keen understanding of utilities to the forefront with the Motorola Field Service Application. Built from the ground up, with industry-leading technology, patent-pending innovations and vertically-rich business processes, it delivers a technical and operational edge over any other.

One integrated system can revolutionize operations and reduce costs.

The Motorola Field Service Application effectively bridges the gap between the office and the field - streamlining operations, improving productivity, increasing customer service and driving down costs. From meter reads to work orders, it gives you greater visibility into the field and more control over the results. It integrates seamlessly with existing technology and meets your most strict needs for data security.



A better way to manage work. A smarter way to improve service.

- Eliminate paper-based business processes
- Streamline and standardize work in the field
- Increase productivity and service reliability
- Intuitive and user-friendly: no training required
- Flexible, configurable, and adaptable
- Compatible with your network and IT enterprise
- Backed by Motorola's expertise and support

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The Motorola Field Service Application consists of:

1) Mobile Application

Use any mobile device, from laptops to PDAs, to automate operations in the field. Manage and control any service - trouble tickets, meter reads, gas leak orders, turn on/off - easily, affordably, reliably.

This application is totally designed around your business processes. Because it is customized and intuitive it enables mobile workers to easily adopt the tool improving the quality of their work.

2) Mobile Command Center

Get all the tools to improve your workforce and dispatch efficiency by seeing and

communicating with every-one in the field. With an easy-to-use interface and "drag and drop" design, it offers effective management screens. A graphical scheduling board allows dispatchers to easily visualize schedule requests and locate field members and jobs easily and precisely with an intuitive location mapping function.

3) Administrative Software

Set it up to your needs, then make changes at any time with ease. This solution is so flexible and configurable, it adapts to your utility's unique requirements. And it works

with existing systems, like wireless IP or private networks such as Harmony, DataTAC, as well as your current IT enterprise.

4) Mobile Access Gateway

Enables seamless and non-intrusive integration with existing systems: SAP, Oracle, Siebel Remedy and MBS.