



ARRIS WorkAssure™ Integration

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At SageQuest, we are committed to providing the highest quality vehicle tracking and management solution along with exceptional service and support.

Over the last several years, we have partnered with industry leader ARRIS to focus significant product development resources on the needs of mobile workforces in broadband and telecommunications. SageQuest was the first GPS fleet tracking solution to complete this integration in 2006, giving us unparalleled experienced working with ARRIS and our shared customers.

Our newest set of integrated tools is built on the foundation of accurately matching work order information from WorkAssure™ with real-time vehicle activity from our solution, Mobile Control. By aligning these elements, users from dispatchers to executives now have an objective view of the field—improving decision-making, reducing cost and increasing daily productivity.

How the Integration Works



WorkAssure sends up-to-date work order information and driver assignment to Mobile Control. The work order information is used to improve dispatching capability on the map and deliver deeper insight in activity reporting.



SageQuest's Mobile Control sends real-time GPS location information for all vehicles to WorkAssure. The location data is used for improving dispatching functions like understanding who is the closest technician to an urgent work order.

Implementation and Service

SageQuest supports our customers with a specialized team experienced in enterprise level implementations and the on-going service needs of an integrated application.

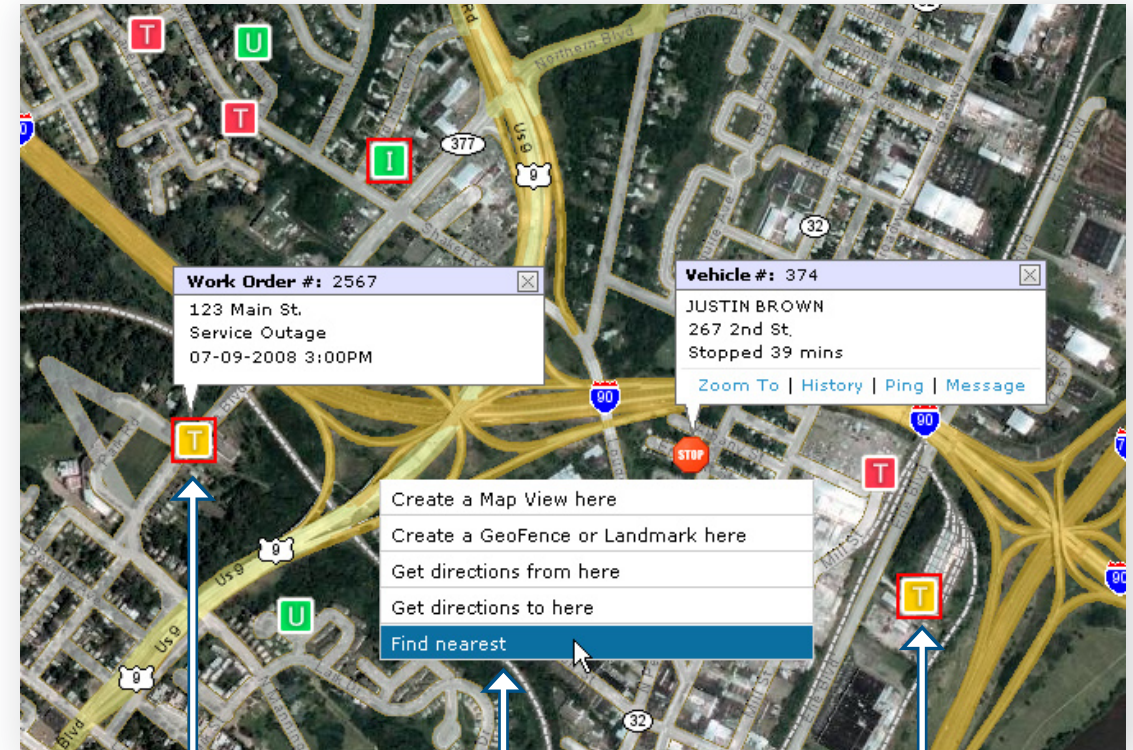
- A SageQuest Implementation Specialist will be dedicated to your account, ensuring a single point of contact through the process of installation in your vehicles and in-person training for your users.
- A dedicated Key Account Support Concierge is assigned to provide a single point of contact for ongoing support once your solution is implemented.

SageQuest support is completely U.S.-based from our Cleveland area office. These resources have solid working relationships with counterparts on the WorkAssure team, allowing them to quickly involve ARRIS resources when needed.

Real-Time Mapping

Improved Dispatching & Decision-Making

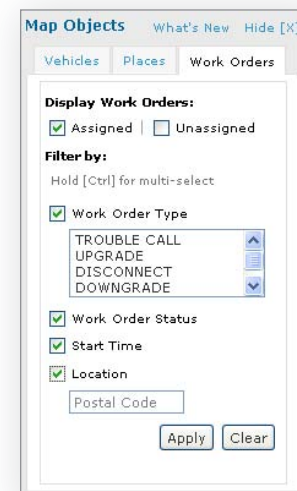
For dispatchers and dispatch supervisors, each day is about making the best real-time decisions based on what information is available. By integrating our industry-leading mapping tools with WorkAssure work order data, SageQuest makes dispatching decisions easier and more accurate.



Customizable work order icons show information like job types and job status. Work order balloons can also be customized to show any available information on the work order.

Tools like Find Nearest help dispatchers quickly determine and locate the right technician for an urgent work order.

When a dispatcher's mouse rolls over a driver's vehicle icon, any work orders assigned to that driver are highlighted on the map.



With thousands of work orders in the field each day, Mobile Control makes it easy to map only those that meet the needs of the dispatcher at the moment.

Work orders can be filtered by:

- Assignment Status
- Work Order Type
- Work Order Status
- Start Time Range
- Location by Zip Code

The map can also be set to automatically zoom to a view which includes all selected drivers and work orders for a complete perspective on activity.

Gain Deeper Insight with Integrated Reports

The Travel & Stops report is Mobile Control's daily timecard for your fleet. For integrated accounts, stop locations that match assigned work orders include details for that work order.

Travel and Stops + Work Order Report 9/9/2008 12:00:00 AM - 9/10/2008 12:00:00 AM

Vehicle 1002 View Breadcrumb Trail Map

Driver	Start Location	Start Time	Travel Time (hh:mm:ss)	Miles	Stop Location	Arrival Time	Time There (hh:mm:ss)
HOWARD	405 Tallmadge Pl Albany, NY, 12208	9/9/2008 7:13:24 AM EDT	0:18:07	7.48	Lincoln Avenue Albany, NY, 12203	9/9/2008 7:31:31 AM EDT	0:46:36
HOWARD	Lincoln Avenue Albany, NY, 12203	9/9/2008 8:18:07 AM EDT	0:31:09	9.48	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	0:00:00
		Work Order #	Address	Est. Duration	Type		
		01-892916	45 ALY ST	2:10:00	SR		
HOWARD	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	1:29:55	0.07	47 Aly St Albany, NY, 12208	9/9/2008 10:19:11 AM EDT	2:05:34
		Work Order #	Address	Est. Duration	Type		
		01-0392916	45 ALY ST	2:10:00	SR		
HOWARD	47 Aly St Albany, NY, 12208	9/9/2008 12:24:45 PM EDT	0:05:31	1.68	1051 Newbury Rd Jackson, NY	9/9/2008 12:30:16 PM EDT	0:04:59

HOWARD

Start Time: 9/9/2008 8:49:16 AM End Time: 9/9/2008 12:24:45 PM

Driver Name	Customer	Driver Status	Work Order Status	Time
HOWARD	26 HALL RD		Canceled (XO)	9/9/2008 9:31:52 AM
HOWARD	26 HALL RD	Enroute to next job (EN)		9/9/2008 9:31:52 AM
HOWARD	45 ALY ST	Job in progress (IP)		9/9/2008 11:54:48 AM
HOWARD	45 ALY ST		In Process (IP)	9/9/2008 11:54:48 AM
HOWARD	45 ALY ST		Closed (JC)	9/9/2008 12:23:13 PM

The driver name links to driver status data from WorkAssure, so you can quickly compare how the driver's status times match with accurate location information.

Work Order Variance

The Work Order Variance report delivers information by combining work order and status data with objective onsite time based on GPS location. For any driver or work order, you can easily understand the variance between the time reported by the driver from WorkAssure with the onsite time reported in Mobile Control.

Work Order Variance Report

8/14/2008 12:00:00 AM - 8/15/2008 12:00:00 AM

DONNY MCGILL (1265)

Work Order #	Customer	Type	Problem Code	Est. Duration (mins)	Reported Time (mins)	On-Site Time (mins)	Variance (mins)	Variance (%)
071-038654375	3383 ORMOND RD	TC		60	41	--	--	--
041-077775741	65 CARRIAGE WAY	TC		60	834	19	-815	-98%
041-038788752	HUDSON RIVER SCHOOL	TC		60	34	24	-10	-30%
041-038664283	455 COLUMBUS COURT	TC		60	20	16	-4	-20%
201-038788881	632 N DEER CREEK LN	TC		60	--	--	--	--
031-037654154	8884 APPLE AVE	TC		60	12	1	-11	-91%
Averages:					188	15	-210	-60%

Integrated Report Data

Matching Work Orders with Vehicle Stops

For the ARRIS integration, we developed a matching technology that accurately aligns WorkAssure work order location with the locations of vehicle stops during the day. Users can easily draw comparisons and replace guesswork with an accurate view focused on the facts that matter most.

45 ALY ST

Work Order #: 01-0392916 Est. Start Time: 9:00 AM
 Type: TC Est. Duration: 2:10:00 (hh:mm:ss)
 Scheduled Date: 9/9/2008 Reported Time: 3:36:00 (hh:mm:ss)

Driver Name	Customer	Driver Status	Work Order Status	Time
HOWARD	45 ALY ST		Open (OP)	9/9/2008 8:06:42 AM
HOWARD	45 ALY ST	Enroute to next job (EN)	In Process (IP)	9/9/2008 8:48:50 AM
HOWARD	45 ALY ST	Job in progress (IP)		9/9/2008 11:54:46 AM
HOWARD	45 ALY ST		In Process (IP)	9/9/2008 11:54:48 AM
HOWARD	45 ALY ST		Complete (CP)	8/9/2008 12:23:08 PM
HOWARD	45 ALY ST		Closed (JC)	9/9/2008 12:23:13 PM

The work order number links to work order status data from WorkAssure, allowing you to compare how the work order status changes match the amount of time spent onsite at the location.

Specialized Reports

We provide specialized reports that bring an objective view to executive decision making on issues like time allotted for different job types. A complete view of driver activity must include the ability to quickly compare reported information with objectively gathered information to understand the relationship and how it impacts costs and productivity.

Management Summary

Summary by Division AUG 2008

Division	Average of TravelDuration (mins)	Average of TravelMiles	Average of IdleDuration (mins)
ROCHESTER	9.68	3.33	6.30
PAOLI	11.07	5.08	3.97
SARASOTA	8.68	3.50	1.48
SAN DIEGO	10.40	4.35	3.21
SOLO	9.06	3.09	2.49
CLEVELAND	10.47	4.27	3.89
HARTFORD	10.65	4.19	3.16
KENT	11.07	5.15	3.64
ALLEGANY	10.39	4.05	2.53
Grand Total	10.18	4.03	4.07

The Management Summary report is focused on making it easy to compare divisions across key vehicle metrics like travel duration, miles traveled and idle duration.

Work Order Summary

Summary by Job Type FEB 2008

Average of On Site Time (mins)	Total
TicketType	
DISCONNECT	21.97
DOWNGRADE	32.28
INSTALL	76.96
NON PAY	23.73
RESTART	31.14
SRO	51.50
TROUBLE CALL	53.31
UPGRADE	72.03
Grand Total	51.40

The Work Order Summary report gives supervisors and executives an objective view of time spent on each job type, a critical benchmark to set accurate policies and find opportunities to improve productivity.