

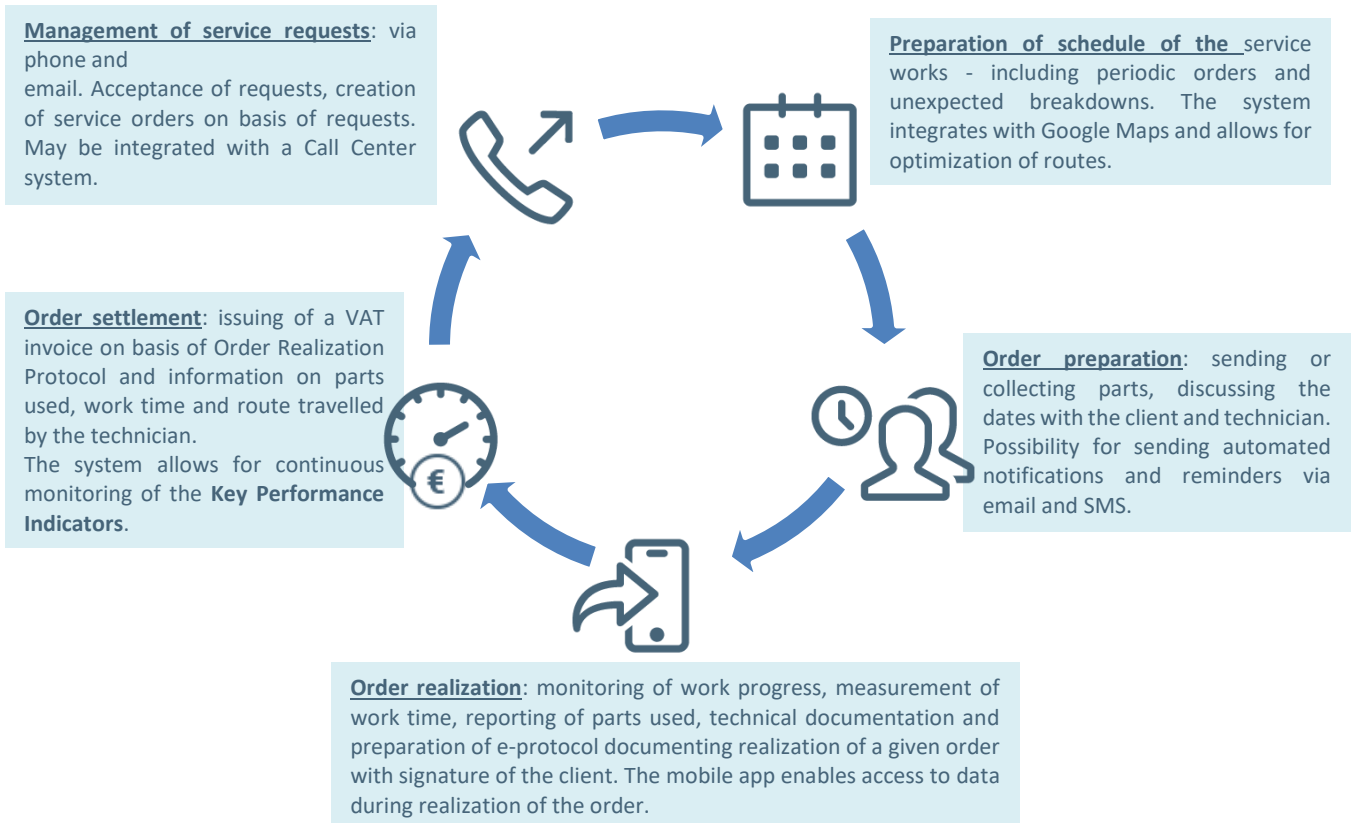
Luceos Smart Service Management

Smart and Easy
Field Service Management

Modules

Luceos Smart Service Management is a solution supporting all stages of a service order. The system consists of a **WWW Portal** developed for the Manager and the Coordinator and a **Mobile Application** for the service technician/engineer who works in the field.

The key functions of the **Luceos Smart** service support the whole service order activities of a service department in the following areas:



The key advantages of **Luceos Smart** Service Management are:





	<p>No initial cost</p>		<p>Monthly fee based on the number of employees and the functions utilized</p>
	<p>Quick and simple implementation. Start using in 1 day</p>		<p>Wide selection of advanced functions</p>

Luceos Smart Service Management is offered as a service (model **SaaS** – Software As a Service).





















At client's request the service may be installed on a dedicated server - both in a data center of the client or a data center managed by the **Luceos Smart** team.

The main functionalities available through **Luceos Smart Service Management**:

Functions included in the module: Order Management

 <p>Service orders</p>	 <p>Clients, equipment and location data</p>	 <p>Electronic service report</p>	 <p>Google Maps integration</p>
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Other functions and modules

 <p>Work times</p>	 <p>Offers, parts and services</p>	 <p>Service requests</p>	 <p>Absences</p>
 <p>Call-Center integration</p>	 <p>Documentation and Photos</p>	 <p>Email and SMS Notifications</p>	 <p>Key Performance Indicators (KPIs)</p>
 <p>Google Drive integration</p>	 <p>Service regions</p>	 <p>Mobile employees routes and positions</p>	 <p>Delegations</p>
 <p>Data Export</p>	 <p>Service Checklists</p>	 <p>CRM integration</p>	 <p>Mobile Inventory</p>
 <p>Client Portal and mobile app</p>	 <p>Integration</p>	 <p>Service Contracts</p>	 <p>Business Intelligence</p>

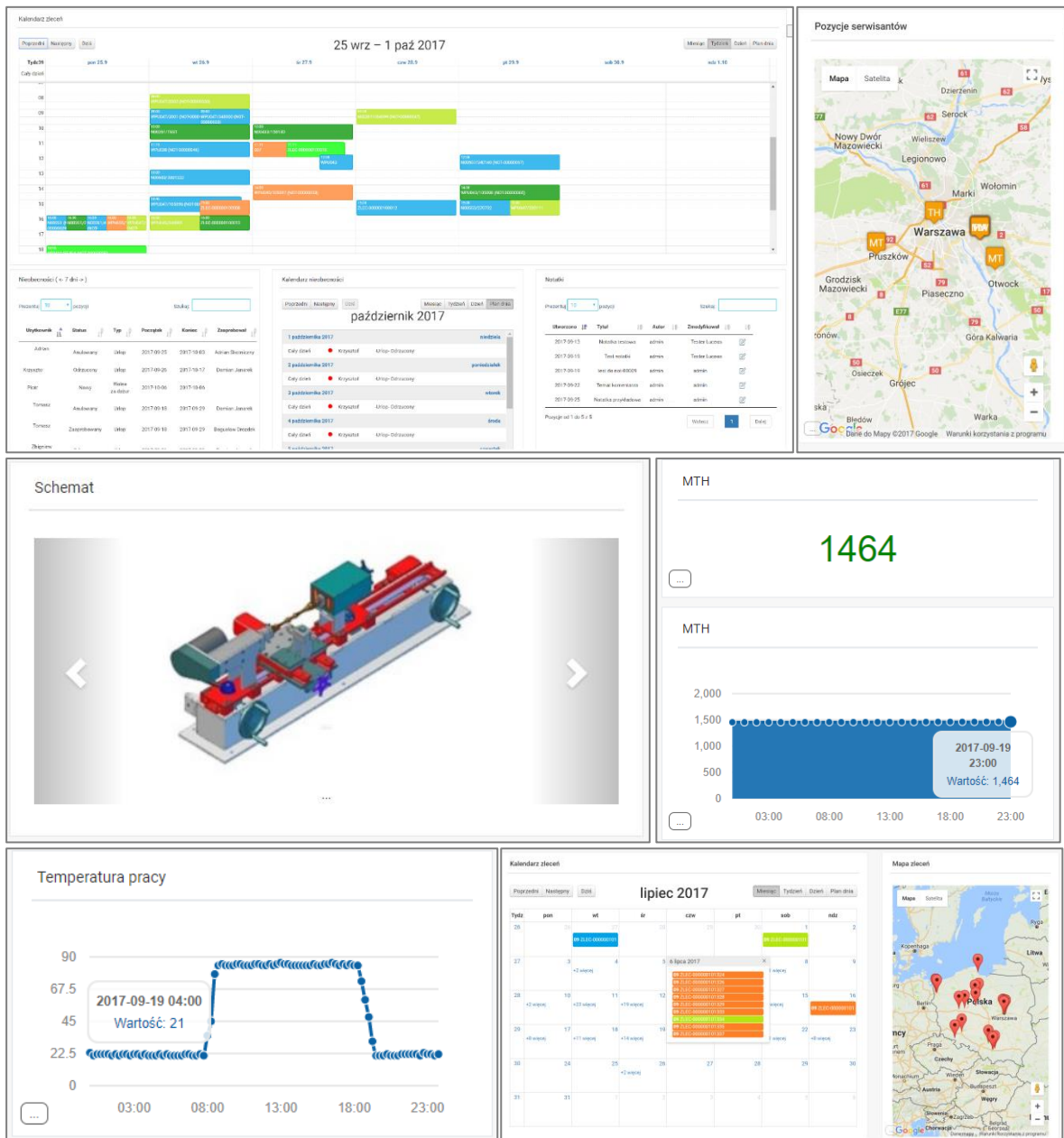
Client data safety and confidentiality are our priority.

The ways in which client's data is secured are described in chapter entitled [Data Safety](#).

All above modules are tightly integrated and together constitute solid solution.

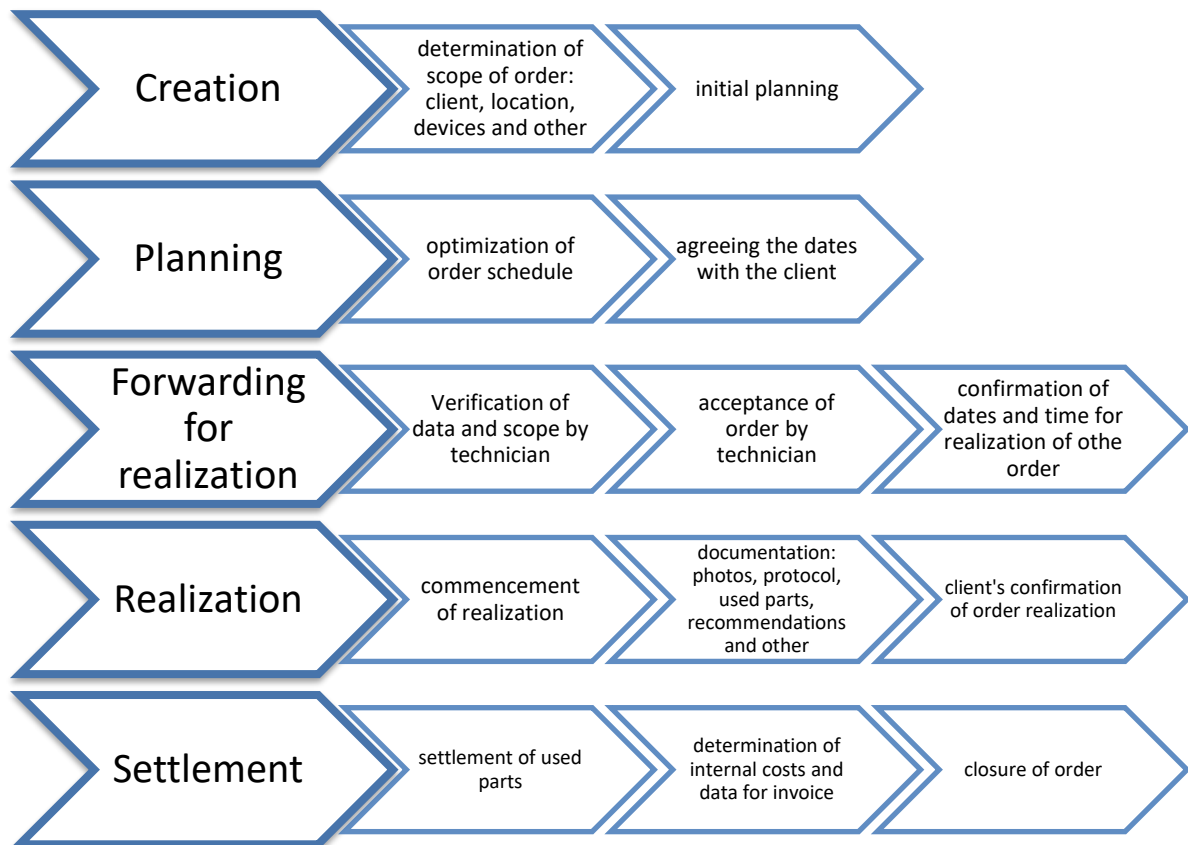
Information and processes managed by various modules can be organized in highly customizable dashboards. Their content and available functions can be personalized and depend on roles and privileges of a user.

Examples of such dashboards are presented below:



1. Service orders (module Order Management)

Service orders are the basic element in management of service process. **Luceos Smart** system offers a wide scope of functionalities that are intended to optimize and facilitate scheduling, dispatching, realization and settlement of orders.



Creation of an order is one of the basic functionalities in **Luceos Smart**. The system makes it possible to define - in a quick and easy way - the complete set of information that is needed for professional realization of a service order.

When creating an order the following key attributes may be defined:

- The client for whom the service is to be realized (including contact persons at the client's side),
- scope of service, with indication of serviced devices,
- place and time of realization,
- technician responsible for realization of the service,
- other information, e.g. list of parts to be collected before commencing the service.

The orders can be created automatically, if they are repetitive or when they stem from a service request.

Planning - the next step in order management. The goal is to create an optimal plan of realization of service activities by the field service team. This process is supported by the order calendar function (Google Maps integration), which allows for, among other:

- Check who is working, or who will work, in the area with open service orders.
- Identify and visualize the service orders realized by the team and individual technicians in a given period - the calendar offers: 1 day view, 1 week view and two types of monthly views.
- Define and present on the map travel routes between locations of planned orders; suggest optimal order for realization of service orders.
- Divide service activities between technicians in such a way that the time and spatial distribution ensures optimal utilization of assets and take into consideration priorities related to different orders and clients.

Thanks to the on-line access to data on progress of current orders, it is possible to make quick and optimal decisions in case of sudden breakdowns, delays in realization of the plan or problems with availability of the technicians.

The order calendar also enables presentation of absences or other limitations in the availability of technicians.

Forwarding for realization - at any moment during realization of the defined plan, the orders may be forwarded to individual technicians. The system ensures that:

- The technician immediately obtains full information about the new order and can start working on it.
- The technician is able to access the history of previous service activities with a given client and the documentation of the serviced device.
- The technician accepts an order by changing its status, which is also visible in the order calendar.

Commencement of order realization by the technician is the start point for collection of data which is immediately sent from the mobile app to the main database of **Luceos Smart**.

At this stage:

- The system measures the working time of a given technician - both spent on actual work as well as travelling and administrative work.
- The technician documents realization of the service order and, e.g. attaches photos taken during the work or information on parts that were used for repairs.
- The system allows for settling the used parts and the parts themselves can be assigned to an order: during its creation, added later from the parts catalogue available in the system (also via the mobile app) or added from outside the catalogue, e.g. if such parts were purchased by the technician in an outside store during realization of the service order.
- At the end of realization, the mobile app enables collecting the client's signature and automatic creation of an electronic report (Service report). The report may be

immediately sent to the client's email address and is saved in the system as an PDF file.

Settling of orders - after the order was realized the system allows for settling the costs related to the said order. This process enables to finalize the activities related to collected, used and returned parts and prepares data needed to settle internal and external costs of the order, including creation of an invoice for the client.

2. Clients, equipment and location data (module Order Management)

The advanced functions available in **Luceos Smart** related to management of extensive client database which includes information on their devices and locations are embedded with the order management system.

Luceos Smart stores and makes available, also to field employees, the following data, among others:

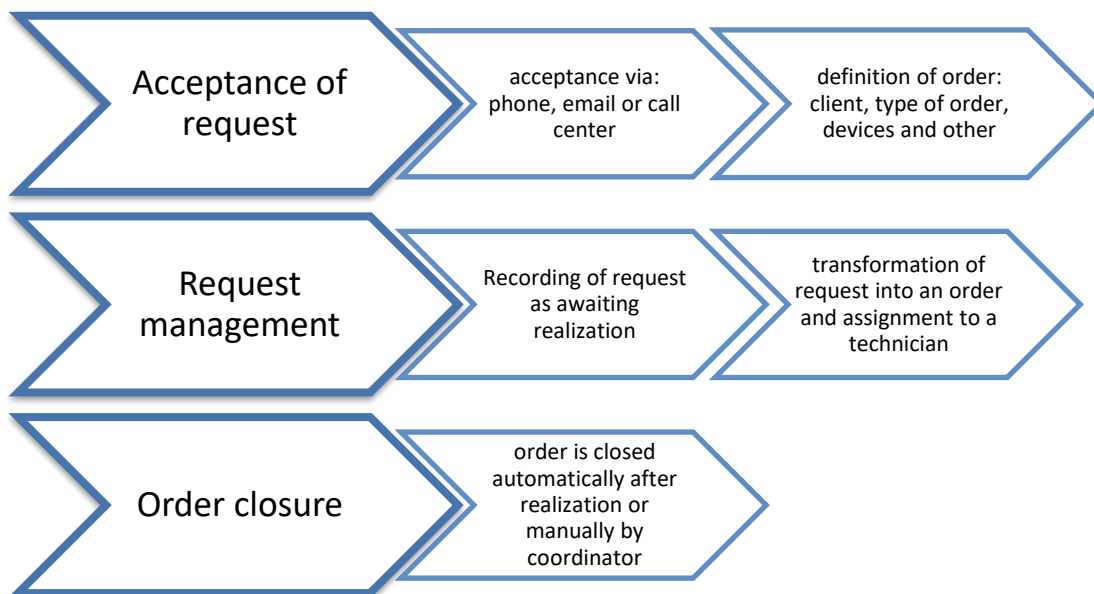
1. client's data:
 - name,
 - address data for registered office and correspondence address,
 - contact data, including the list of contact persons,
 - data related to client management such as, service agent, dedicated technician, dedicated coordinator,
 - other, including editable fields,
 - list of client's devices,
 - history of orders, including information on time worked, parts replaced,
 - documentation related to a client.
2. device's data:
 - specification of device: name, serial number, model, category, type, producer,
 - owner and administrator data in relation to a device,
 - location of the device,
 - information on warranty, including the start and end date,
 - date of handing over to the client and installation date,
 - installation location,
 - information on different counters (e.g. number of cycles of an elevator, running time of an engine),
 - structure of a device: list of parts constituting the device,
 - history of parts utilized,
 - history of orders,
 - documentation of the device, including photographic documentation,
 - other information, including editable fields.
3. Location:
 - name of the location,
 - address data: street, home number, city, post code, country,
 - geographical location is automatically set by the system during the geo-coding process,
 - additional information, including editable fields.

Luceos Smart also manages relations between the above objects and orders, requests and all other data generated during the planning, realization and settlement stages. As the system is integrated with Google Maps, the above-mentioned data is also displayed on the map.

Luceos Smart provides a wide range of reports.

3. Service requests

Acceptance of a request is the first stage in provision of service activities. However not all requests are transformed into orders and not all orders end with a visit at the client's. The company must control the requests it accepts and control how the number of requests translates into the number of actual service visits. **Luceos Smart** makes such analysis possible due to option of registering and managing service requests.



Acceptance of a service request - a given service request may be accepted in one of three ways. No matter the final way, the service request is assigned a unique number by the system.

- If the request was made by telephone, the coordinator may enter it into the system himself - he then sets the basic parameters of the request, such as:
 - title of the order and its type (selected from the client's dictionary),
 - client who made the request (including contact persons at the client's side),
 - priority of the request.
 - expected closing date of the request,
 - person responsible for the request (at the service's side).

- If there was an appropriate email address defined, the system will automatically receive and register service requests sent to that address. Also in this case the parameters of the request are completed by the coordinator.
- The system may also be integrated with the Call-Center services and systems.

If handling of requests by email is active, the system automatically stores the history of communication with a given client, including the content of messages, documents and other attachments that were exchanged with the client.

Order management - when a given request was registered in the system, it can be defined by:

- status (new, open, in realization or closed),
- priority.

The request may then be:

- transformed in a service order and forwarded to a technician for realization (one request may be divided into few orders), or
- saved in the system as awaiting realization.

The system generates service request statistics that can be used to analyze:

- the number of requests accepted in a given period,
- how many of those were transformed into orders,
- the number of orders realized by a given employee,
- how quickly were the orders closed.

The system may also notify the client that a request was accepted or forwarded to realization by email or a SMS.

Closure of a request - the service request is automatically closed after the last order it created is realized. The service request may also be closed at any moment by the coordinator. The system may notify the client that an order was closed by email or a SMS.

4. Absences

Information on availability of the service team, and in specificity on the absences plan is the key element in the process of order realization schedule. The absences module is present in both the web portal and the mobile app. The field employee notifies about his or hers absence using the app and the coordinator is immediately informed about that fact. The coordinator approves or rejects the absence request of an employee.

The Absences module is integrated with the order calendar which allows the coordinator to easily see which service technicians are available and which are absent. This simplifies work planning and increases the effectiveness of the service team.

As the mobile app is synchronized with the portal, the coordinator is able to react quickly to any and all changes related to employee availability. The Absence module also simplifies the acceptance process for vacation requests, which allows for minimization of unnecessary administrative work.

5. Work times

Luceos Smart enables precise measurement of work time of the service team. The Start/Stop function in the mobile app makes it easier to begin and to end measurement of time needed to drive to the location, the time taken when working on the order and other types of activity, such as breaks, administrative works, trainings. The system also allows for reporting of time spent by the employees on vacation leaves, sick leaves and others. The set of types and categories for the measured work time may be adjusted to specific requirements of each and every client.

The work time recorded by the service technician using the mobile app may also be corrected in it. Editing the data is possible also in the portal for the service technician, manager and system administrator. Data on the work time may be supplemented by a comment or even information on the distance travelled when realizing the work. In case of integration with a fleet system, such data may be automatically filled on basis of data on the location of the technician's car (if made available).

Luceos Smart also provides a number of reports related to working time, which can be created on request or automatically and then sent to all members of the team or to the managers as e-mail attachments. The system also provides a function for discovering errors in working time: deviation from norm or overlapping work times.

6. Offers, parts and services

Luceos Smart also provides functionalities devoted to catalogues of parts and services. These catalogues may be defined in the **Luceos Smart** system or imported from an ERP system or a warehousing/accounting system. Selected catalogues may be also sent to the **Luceos Smart** mobile app which enables management of parts used or services provided. Every element of the catalogue in the **Luceos Smart** system contains the following attributes:

- name,
- ID in the ERP system,
- type (part, service),
- date of operation,
- producer,
- model,
- catalogue number,
- measurement unit,
- numbers: collected, used, other

- unit cost,
- margin value,
- discount value,
- VAT value.

Properly defined catalogues in the **Luceos Smart** system coupled with measurement of working time of technicians allow for precise measurement of internal costs of service activities, support strict control over spare parts and allow for error-free settlement of invoices for the clients.

Device elements defined in the catalogues enable detailed knowledge about configuration of every device serviced in the **Luceos Smart** system.

Connection of the data described above and the **Luceos Smart** mobile app enable field employees to access the following data:

- structure of the serviced device,
- history of replaced parts,
- precise reporting of parts sent to the client, collected from the warehouse, utilized during the service, collected from the client and returned after realization of the order.
- detailed reporting of services provided,
- the system also allows to enter parts purchased from third parties (e.g. engine oil purchased at a filling station).

As the data is immediately exchanged between the mobile app and the portal it is possible to settle the order and to issue an invoice for the client immediately after the order is realized. The system also provides proper reports.

On basis of catalogues of parts and services the system provides a possibility to prepare and manage offers.

When an offer is prepared, the following are defined:

- offer's addressee and the descriptive part of the offer, including conditions and validity period.
- Cost estimation that includes list of parts and services including financial conditions: unit prices, quantities, margins, discounts, VAT tax and others. A discount may be defined at level of individual elements of the cost estimation and for the whole amount.
- The template which will be used to generate a MS Word document.

The system enables management of different versions of the offer, their status and result (offer accepted, rejected) and also automatic generation of reminders related to the date on which the offer should be sent or a client should be contacted after the offer was sent.

7. Electronic service report

Realization of an order may be finished by creation in the **Luceos Smart** mobile app of a report on realization of the order, which can then be signed by the client on the screen of a mobile device.

Luceos Smart generates a PDF file which contains all information from the report, including the client's signature. The report may also be automatically filled with information collected during the realization of the order:

- data on the request,
- data on parts utilized,
- data on working time (including travel time).

The report on Order Realization is available in the **Luceos Smart** system as the order document and is available in the history of all the devices it was related to.

The range of data collected when the report is filled, the document format, the communication channel and report's addressees are adjusted to specific requirements of the Client when the **Luceos Smart** service is launched.

Report on Order Realization may be supplemented with additional information on procedures followed (e.g. quality or safety) that are managed from the checklist module.

8. Financial and inventory / warehouse system integration

The **Luceos Smart** system provides built-in integration with the Sage Symfonia Handel and Subiekt GT warehousing and accounting systems. As the architecture of the **Luceos Smart** system is open there is a possibility to integrate it with other systems.

The scope of integration includes:

- import to **Luceos Smart** of goods catalogues including pricing information,
- import to an order in **Luceos Smart** of parts intended for use,
- within the order settlement after its realization, export from the **Luceos Smart** system of a MM document and data for the invoice.

Exchange of data between **Luceos Smart** and a financial-accounting system is based on exchange and import and export of files in formats specific for such systems.

Goods catalogue of the financial-warehousing system may be imported to the Luceos Smart system as a catalogue of parts and services with a possibility of making it available on the mobile app. Luceos Smart enables adding of goods (e.g. parts) to an order before it is sent to the technician and during realization of the order. It is also possible to assign a device to a given part - which makes possible tracking the device's history and related costs.

Realized orders may be settled using **Luceos Smart**. Settlement consists of creation of warehouse documents (e.g. MM) and the invoice. If the invoice is generated its number may be given - it will be remembered in the order data in the main tab in the Additional

Information section. Issuing a Parts Return document results in creation of a second MM document. Depending on the used financial-warehousing system the indicated source and target warehouses can be indicated in the MM document.

The work performed by the technician when realizing an order may be included in the generated data for the invoice and may appear as element of the service, settled in one of the available modes: fixed rate, hourly rate, kilometer rate (related to travelling to/from the order location).

9. Call-Center integration

Automatic integration with Call-Center makes possible improving the service client management and also improving the quality and reliability of the service itself.

The **Luceos Smart** system enables integration with Call-Center systems. The list of pre-integrated solutions is available at request.

The basic scope of integration includes:

- integration of systems in relation to call management and call queues,
- registering of calls from the clients and automatic creation of service requests,
- call history for all clients in the system with the ability to search according to different criteria,
- replaying the recorded calls,
- automatic presentation of caller's data.

10. Documentation and photos

Function of collecting of documentation of every device, request and also the client-related documentation - serve as elements for building and managing historical service data. Access to such data is key for realization of current and planning of future activities. Access to history of a device's management and detailed documentation (including photos) history of realized orders makes it possible to avoid surprises when realized service orders. This minimizes the time needed to determine the best possible reaction to the failure and to prepare for its repair.

The **Luceos Smart** system makes possible collecting and accessing the documentation from both the mobile app and the portal. The system enables electronic attachments, making photos and adding comments in form of comments and warnings.

The most significant elements of this functionality are:

- management of documentation of devices, clients, orders from the Web Portal and the mobile app,
- support of different formats of files and photos,
- management of comments and warnings,
- synchronization of data between mobile devices and the web portal

If the data limit available in the module is reached, it can be increased by adding more space upon request or integration with Google Drive available through a **Google Drive** Integration module.

11. Email and SMS notifications

Luceos Smart provides a wide range of highly-configurable functionalities related to creation of notifications for technicians, managers and the client. The said functionalities make possible creation of dedicated message templates in different languages and for different communication channels, such as emails, SMS messages or Fax. In some situations (e.g. realization of an order and filling a Realization Order) the messages sent may be accompanied by documentation in form of Excel or PDF reports. At client's request the reports may also be sent to an indicated fax number.

Sample scenarios for creation of notifications by the **Luceos Smart** system:

- sending an order to a technician.
- Approaching order realization date (message for the technician and/or client).
- Delay in acceptance of the order for the technician (message for the technician and/or service manager).
- Delays in commencement of realization of the order (message for service manager).
- Preparation of Order Realization Report.
- Realization of an order (message for the client and/or service manager).
- Approaching end of warranty of a given device.
- Approaching next service order for a device (e.g. 30 days from the last crane maintenance).

12. Key Performance Indicators (KPIs)

Luceos Smart makes possible automatic measurement of KPIs of the service team. The data are calculated both for the whole team and individual users. The measurement is realized in a continuous manner. The results are available in the **Luceos Smart** web portal in form of a control panel and also as periodic reports generated in MS Excel. The set of five basic indicators may be adjusted and extended according to client's need.

The predefined indicators include:

- average work time during a week,
- share of time spent travelling,
- share of time spent on paid activities,
- efficiency - average number of visits by a technician per day,
- timeliness - number of delays in commencing and ending orders.

Luceos Smart also enables defining of corporate and individual goals for all the indicators.

13. Google Drive integration

Luceos Smart enables close integration with the Google Drive service. It makes possible connecting the company's account in Google Drive with **Luceos Smart** in relation to a given set of folders in Google Drive. Additionally, the record of every client and every device in **Luceos Smart** may be connected to individual folders on Google Drive. Creation of such connection enables access to files in Google Drive from the **Luceos Smart** portal and the mobile app.

The data stored in the Google Drive folders are not maintained on the Luceos Smart servers nor are available to persons outside the client's organization. This provides confidentiality of internal documentation, e.g. confidential instructions related to management of devices. Integration with Google Drive also enables to share documentation with persons outside the service team.

14. Service regions

The **Luceos Smart** system enables to divide the whole service staff into service teams. This Module is useful in the following situations:

- management of geographically-dispersed service departments with local or global coordinating of the team (or teams),
- division of a country into regions managed by dedicated service teams,
- division of the service team into different groups on basis on, for example: client type, device type and other.

The function makes possible assignment of individual employees, devices, clients and their requests, the orders realized to one of the teams into which the client's organization is divided into. The **Luceos Smart** portal, by default, limits the scope of data presented (e.g. in the calendar, search results, control panel and other places) to the team of the user. Users with appropriate privileges may, in a simple and intuitive way, change the perspective of presented data for other organizational units or display all data.

15. Mobile employees routes and positions

Luceos Smart offers set of functionalities aimed at optimization of order assignments and technicians' routes based on customer's business specific criteria. Our system is able to increase efficiency of the team by automatically resolving so-called Travelling Salesman problem taking into account all the team and all their orders in given period of time.

Additionally **Luceos Smart** system provides integration with the most popular systems used to manage vehicle fleets. The integration enables collection and processing of data on the current and historical position of the technician's vehicle.

The list of fleet systems that are pre-integrated with **Luceos Smart** is available at request.

The data collected in the **Luceos Smart** system include:

- technician's data (ID according to registration number of the vehicle, name, email address or a different field assigned to the technician and his/hers vehicle),

- geographical position,
- distance travelled,
- measurement time.

The system makes possible limiting the scope of data collected to working hours that can be freely adjusted for every technician. At client's request, using the Absences Module, the system is also able to apply limits related to absences of a given employee.

The **Luceos Smart** system also provides a module devoted to tracking the position of a technician on basis of the mobile app. This makes possible to read and save the position of a technician on basis of a GPS or GSM readings collected by a smartphone or a tablet.

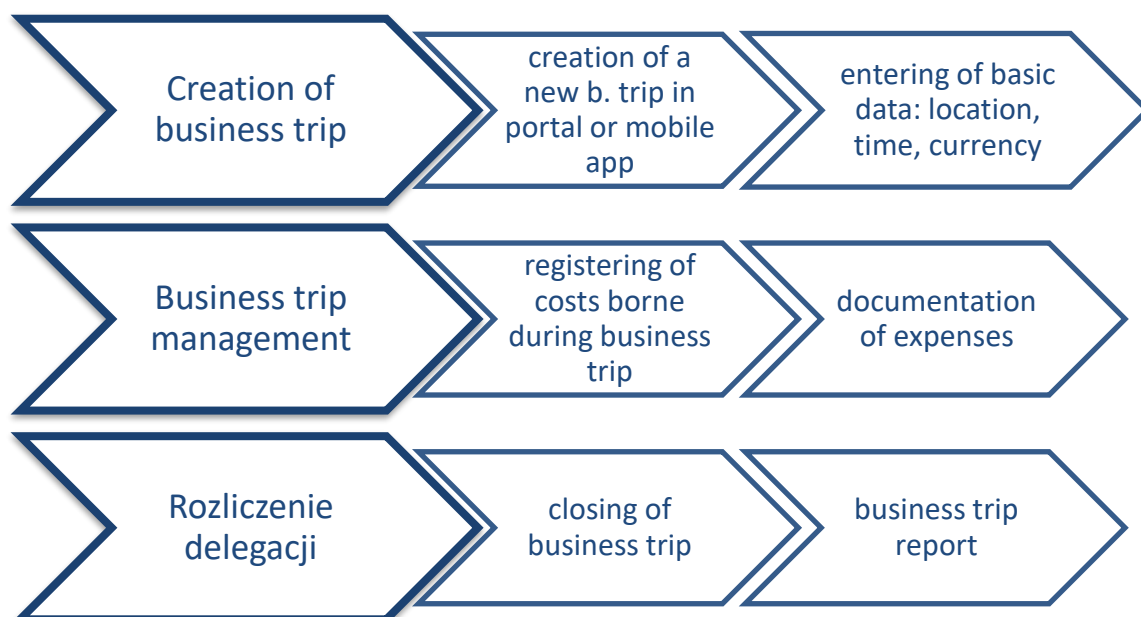
The collected data on location and routes of the technician can be presented in the **Luceos Smart** system in form of:

- presentation of current location of the technician in Google Maps - also in context of planned orders and routes suggested by Google Maps,
- presentation of historical data of the technician on the Google Maps.

The default period for which the location data are stored in the Luceos Smart system is 90 days from the day of measurement.

16. Delegations

Control and settlement of business trips can be time-consuming and labour-intensive - the employees must be very detailed and document all expenses and then the accounting department must summarize and settle them. The delegation management functionality in the **Luceos Smart** system offers effective support in such activities. It saves the time that the employees usually use to document and settle delegations vel. business trips and also ensures full control over the process, limiting the risk of errors and mistakes.



Creation of a new delegation - the Coordinator creates a new business trip using the portal. The privileges can also be assigned to the concerned employee, who will be able to create and edit the business trip in the mobile app. The system manages detailed parameters related to business trips, including:

- the employee who goes on a business trip,
- key locations (starting location, destination and end location)
- period of the business trip,
- the currency in which the business trip is to be settled,

this makes possible managing the realization of a business trip.

The system also determines the status of a given business trip (new, realized, finished), which enables continuous management of business trips. The portal also shows the list of all registered business trips including their statuses.

Delegations management - every business trip, both in the portal and the mobile app, may be assigned any number of expenses. When an expense is registered with the system, its parameters are given:

- expense type,
- expense date,
- price and quantity of products/goods purchased,
- expense currency,
- payment type.

The registered expenses may be accompanied with photos of receipts, invoices or other accounting evidence, which enables full documentation of the business trip. After every expense was saved, there is an automatic and instantaneous data synchronization between the central system and the mobile apps of the whole team. The business trip appears on the list with the total value of expenses.

The accounting department verifies all expenses before they are settled - they can accept them or require additional changes/additions from the employee. This ensures control over expenses borne during business trips and limits the risk of errors or omissions.

Settlement of a delegation - the business trip is completed after the employee sends it to the coordinator. It is also the moment when it is forwarded for financial settlement. after the business trips are finished and settled, the coordinator may generate a report that will summarize all the key parameters and data of the business trip, including its duration and detailed expense list.

The system also makes possible creation of summary reports concerning business trips that serve as an important source of information on the costs borne by the company - both for the accounting department as well as for the top management and the board.

17. Data export

The **Luceos Smart** enables a wide selection of reports related to planning and realization of service requests and orders, client management, working time, parts used, etc. Additionally

it enables access to source data that can be exported, by default, to CSV files by a client's user with administrator privileges.

18. Service Checklists

The **Luceos Smart** system allows for defining any number of checklists that can be made available in the mobile app and filled by the technician when a given order is realized. A filled checklist may be next saved in PDF format and recorded in the system as a document supplementing the Electronic Service Report. Such a document may be left for internal use or be sent to the client as an email attachment in order to, for example, confirm realization of quality control or safety inspection of a device.

19. CRM integration

The **Luceos Smart** system is frequently integrated with other IT systems, such as a CRM system, which in most cases contains client data obtained during sales. The integration with CRM system allows for automatic synchronization of data on clients or devices (in most cases imported from CRM to **Luceos Smart**) and selected data generated during realization of service activities - e.g. order realization reports (sent from the **Luceos Smart** system to CRM).

The main aim of CRM - **Luceos Smart** integration is maintaining data cohesion in the whole organization and automation of data flow in processes related to the service process.

The list of CRM systems that are pre-integrated with **Luceos Smart** is available at request.

20. Mobile inventory

The module which manages parts available at the mobile (vehicle) inventory of a given technician is closely connected to the management module for the parts and services catalogue. The Mobile inventory enables:

- automatic registering of parts used and collected from the technician's inventory.
- Control over the number of parts used which secures against registering usage of more parts than the available number of parts.
- Ability to remotely view the mobile inventory stock and to modify its content using MM documents or in correction mode.
- Automatic monitoring of technician's inventory stock and creation of pickup orders if the minimal stock is reached.
- Automatic inventory data synchronization between the mobile app and the **Luceos Smart** portal.

21. Client Portal and Client Mobile App

Luceos Smart Service Management is accompanied by two additional applications:

1. Client Portal – Web Portal for our Customer's Clients

2. Client Mobile App – Mobile Application for Android and iOS which helps our Customer's Clients to easily create service requests.

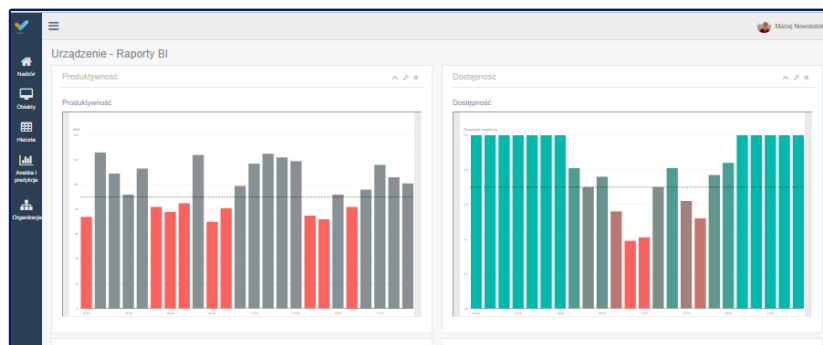
Both applications can be tailored to a Customer's corporate coloring and styling rules including embedding logos and integration with corporate web site (Client Portal).

22. Business Intelligence

Luceos Smart Service Management is integrated with one of the best Business Intelligence tools: Microsoft Power BI.

Using built-in data integration and flows with flexibility of Microsoft Power BI our team can quickly develop all kind of interactive and real-time reports, charts and sophisticated data dashboards based on specific Customer's requirements.

With Power BI mobile application all information can be easily accessed from any smartphone or tablet.



23. Service Contracts

In many cases services our Customers provide to their Clients are governed by multiple service contracts. With Luceos Smart you can easily manage multiple service contracts of different kinds. Each Client and each equipment can be associated with multiple contracts covering different periods and different services like:

1. Service and Maintenance
2. Administration
3. Warranty
4. Sub-contracting services and maintenance

Each contract has various attributes and can be accompanied by additional documents, tasks and e-mail or SMS internal and external reminders.

24. Team orders schedule and track optimization

The Team Orders Schedule and Track Optimization module enables optimization of service order schedules for the whole service team based on configurable business rules.

This module can automatically reschedule and reassign all service orders in given period amongst whole or part of the service team.

The optimization engine's goal is to reduce overall business costs which can be defined in various ways, for example:

- Reduce overall travel distance and time.
- Give priority to “emergency failures” and special customers.
- Take into account different individual costs (higher for senior or external resources, lower for junior resources).
- Take into account absences and current locations (if used with Mobile employees' routes and positions module).
- Take into account required and available skills (if used with Skills Matrix module)

Luceos Smart configuration Team is ready to configure the optimization engine according to Your specific business requirements.

25. Integration

Effectiveness of business processes is dependent on integration of multiple IT systems.

The philosophy driving the Luceos Intelligence team is optimization of business processes of a company and increasing their efficiency by making data flow more automatic in the company.

Luceos Smart system provides a wide range of integration options utilizing different technologies and protocols in on-line and off-line modes. The integration architecture and scope are adjusted to meet the client's needs.

We support many kinds of integration: **Cloud**, **On-premise**, **Hybrid**, **On-line** or **Batch** and other.

Recommended types of integration:

- CRM System
 - Data on clients and their orders
 - Supporting the operations of the Infoline by providing the employees with data from Luceos Smart
 - Recommendations concerning clients and further works
- ERP System
 - Provision of data on completed orders
 - Support to invoicing and settling: orders realized, time worked,
 - Report on Realization
 - Providing information on parts used
- Inventory system
 - Providing information on parts used

- Manage multiple inventories and flows between them
- HRM System
 - Data on time worked and working hours
 - Data on vacation leaves, sick leaves and administrative time
 - Data on efficiency of employees
- Fleet Management Systems
 - Real-time data about cars' positions and parameters
 - Discrepancy detection based on service data and car GPS data
- Equipment / Telematics
 - Secured real-time collection of data directly from remote equipment, via MIS systems or other data hubs.

26. Data Safety

Safety and confidentiality of data and the reliability of the **Luceos Smart Service Management** system is guaranteed by a number of elements, which include, among other things:

- System of differentiated user roles in the **Luceos Smart** system.
- Internal procedures which determine access to data are based on a safety policy and ensure proper level of control and minimize the possibility of access to client data by the team members of **Luceos Smart**.
- World-class data center and the best Cloud Computing software.
- Multi-level access security and system stability based on high redundancy of safety backups, Internet connections and power sources.
- Virtualization of hardware assets that safeguards against failure of the server or the drives and allows for full scalability of the solution.
- Ability to restore the system up to any moment in the last 14 days.

For especially sensitive data the **Luceos Smart** system additionally provides integration with private cloud of the client based on the Google Drive technology.



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