KEXTIL

Kextil QoR™ for Field Service Automation
Now Every Field Tech is equal to your BEST Tech

Solution Highlights

Speech interface connects field tech to enterprise data
Virtual Supervisor drives compliance
Virtual Administrator saves time
Highly scalable across service footprint
Unparalleled knowledge capture and access

Immediate Recuring ROI Benefits

√ Compliance
√ Workforce Utilization
√ Training Leverage
√ First time Fix Rate
√ Mean Time to Repair
√ Parts Usage
√ Field Tech Morale
√ Customer Renewals
√ Gross and Net Profit

QoR Software Features

Basic Features

Contextual speech navigation
Applet library of service workflows
Voice dialog with service docs
Voice dialog with CRM/ERP data
User accent independent
Detailed activity usage log
Fully multimodal user interface
Save and share work in progress
Customizable commands

Specialized Features

Customized workflow by user need
Integrated business logic
Worker/Asset performance analytics
Mixed Initiative control
Non-structured user-system dialog
Robust error handling
Real time workflow development
Content complier
Simultaneous task management

Integration to Enterprise

Field Service Data Repository
Knowledge Base
Dispatch
Parts Management
Time Management
CRM
ERP

Platform Support

Server or Client
Windows PC
Tablet (iOS, Droid coming soon)
Smartphone (iOS, Droid, RIM coming soon)

For every service organization customer satisfaction is the ultimate goal. Millions of dollars are spent on ERP, knowledge base, training, and mobility to empower field technicians to effectively and efficiently deliver service work. So why do these assets underperform? Why is the performance gap from the best field technician to the rest of the tech force so high? The root cause lies in the tremendous challenge of information flow between the technicians in the field and the enterprise.

It is extremely difficult for the field technician to capture meaningful information about the service event that can be used to improve best practice knowledge. At the same time, technicians are often unaware or unable to access that information when it is most needed- while they are doing the work.

Common Field Tech Complaints:
"I hate all the admin. 20 minutes typing for each call."
"I can't keep up with the engineering change orders"
"The available service history information doesn't really help me."

At Kextil we have spent hundreds of hours with field management and personnel to understand the challenges of utilizing data in the field to deliver the highest levels of customer satisfaction. The pain starts with data collection. Today field technicians often spend 60+ minutes per day to capture the required information (procedures performed, parts used, time allocated, error codes, etc…) about the service event. Fundamentally, the field cannot do work and capture data directly into back end systems at the same time. So they make mental notes, jot items in notebooks, and enter data at the end of shift, in the car between calls, or even at the end of the week.

This inefficiency drags down workforce utilization rates and limits the quantity and quality of the data captured. The result: too much time spent and too little insight provided into worker and asset performance.

Common Management Complaints:
"I have no way to understand why tasks are taking longer than engineered standard"
"We constantly reinvent the wheel as there is no easy way to share knowledge"
"TAC costs need to come down"
"We need to lower cost structure to react to extreme market price pressure. "We consistently use parts that are not needed"
"It is increasingly hard to differentiate our capabilities from 3rd parties."

Information access is even more challenging. Field technicians find critical service information difficult-to-impossible to access when they need it. The information gap causes unnecessary work, expensive peer-to-peer or TAC calls, and reinventing the wheel. This negatively impacts time-to-fix, first-time-fix rate, and parts usage.

Kextil empowers the field service workforce by eliminating the time, form factor, and cost barriers to collecting and utilizing knowledge. We facilitate information flow between the technician and the enterprise. We help the technician deliver higher first time fix rates and faster mean time to repair. We drive higher workforce utilization, greater training leverage, and higher job satisfaction. We enable Field Service Organizations to provide higher levels of customer satisfaction at a lower cost.

KEXTIL

Kextil QoR™ for Field Service Automation
Now Every Field Tech is equal to your BEST Tech

What We Do

The Kextil solution uses industrial strength spoken dialog and speech recognition technology to integrate the field technician's service workflow with their mission critical service applications. Our solution breaks down the barriers to information flow during the service event, putting your enterprise knowledge in the hands of the service technician when it has the most value. The robust system has been designed from the ground up to specifically handle the complex workflows and unknown variables that field technicians face on the job every day.

The technician uses the solution while he is servicing the equipment. This allows each specific task to be time stamped and warehoused, providing rich data for gaining insight into the potential for productivity improvements. Further, if technicians move off process as they encounter a new problem or implement a new routine, each activity is logged and noted; providing the foundation for building new workflow and knowledge sharing between technicians.

Kextil's robust contextual understanding drives compliance. As the user feeds the system information, the system can immediately inform the worker about engineering change orders, valid data ranges, or the most likely cause of a symptom. This benefits both high performing and developing technicians as workflow can be configured to match workforce development needs. The solution can take charge by providing assistance with the proper actions just as a supervisor would do on a shadow event. At the same time, the solution can respond to user's query to insure that the right information is delivered at the right time.

Real Time Call Management and Closure	Service Process Interaction and Guidance	Knowledge Base Building and Deployment

Voice Powered

Virtual Supervision

o Reduces the time required to complete complex workflows
o Ensures the technician is aware of changing best practices
o Shortens time required to become proficient
o Cuts down on mistakes and short stepping
o Improves workforce development

Virtual Administration

o Eliminates the time required to document
o Collects detailed information about the workflow performed
o Provides greater insight into the performance of the equipment being serviced
o Improves employee morale

Kextil is a Capstone of Service IT Strategy

Kextil's application is platform and architecture independent. There is no need to replace current laptops, tablets, or smartphones. The open framework and APIs are designed to integrate into multiple types of existing back end systems such as field service ERP modules, knowledge bases, business analytics, and dispatch. Kextil works as a capstone system that integrates your entire existing infrastructure.

Kextil creates leverage at every stage of your technology roadmap's development. At the requirements definition stage, our robust data collection and access capabilities will dramatically increase the scope of possibilities. At maturity, Kextil will drive increased utilization and ROI of these critical assets. Let Kextil unify your Service IT strategy.

Customer Satisfaction
Field Performance
Workforce Utilization

KNOWLEDGE BASE
BUSINESS ANALYTICS
MOBILITY
SERVICE PROCEDURE
ERP/CRM
TECHNICAL ASSISTANCE
KEXTIL

KEXTIL

113 Eton Drive, Pittsburgh, PA 15215,
T: 412.398.0789, info@kextil.com, www.kextil.com