



NORTH|STAR™

UTILITIES SOLUTIONS

mCare

Mobile Workforce Management

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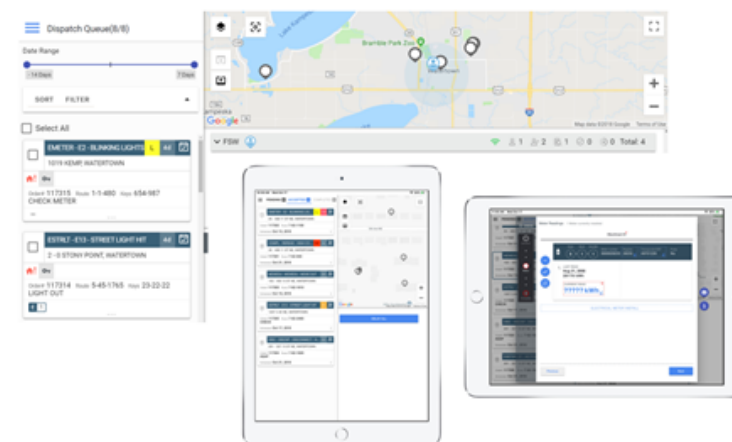
A Better Way to Manage Your Mobile Workforce in Real-Time

Keeping your field service representatives organized is now even easier with mCare. Safe, secure, and mobile, mCare helps you deliver an exceptional customer service experience all the while you stay connected to your field service representatives in real-time.

Take the worry out of knowing where your field service representatives are by tracking them on Google Maps and ESRI GIS. Sending work orders into the field is easy – just assign the work order to your field staff, and they'll receive it on their mobile devices in real-time. No need to print work orders and all that back-and-forth to the office is a thing of the past. You'll even eliminate unnecessary radio/phone calls and extra truck rolls — mCare keeps your field service technicians productive and mobile from one call to the next.



mCare Workforce Management Improves



- Response times to customers' requests and in-field incidents,
- Field staff safety and security,
- Field staff job satisfaction -- they have what they need when they need it, and
- Administration through cost-effective automated technology.

"mCare has eliminated massive amounts of time related to manual data entry and deciphering field technician handwriting. With mCare, the field tech simply enters their comments onto their iPad or field laptop and the office has the information. No more calling a field tech to ask if they have been to a location. NorthStar's mCare links into CIS in real-time." -- Brenda Spangler, Billing Coordinator City of Shelby

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Customer Information & Billing
Workforce Management
Customer Engagement
Managed Detection & Response
Managed Cloud Hosting

Real-Time Mobile Management

Always knowing where your field representatives are at all times is critical to keeping your costs down and your customers happy. Now, with mCare's mobile mapping, you can see where your field staff is, what call they're working on, and where to send them next. mCare shortens call response times and increases productivity with real-time visibility. By using mCare, you'll decrease errors in the field and increase order completion details. As you use this mobile management solution, you'll gain valuable insights into field service representative deployment to make informed business decisions and reduce costs.

Keeps Your Data Secure

Your customers trust you with their private, personal information, and mCare always keeps your customer data secure. mCare transfers data to each service order with the strictest security protocols and encryption, end-to-end. User authentication and time-outs ensure that only authorized personnel have access to your valuable customer information. No need to worry about who's accessing your data; mCare keeps all information protected and secure.

When your field service representatives securely log in each day, they will see logically assigned schedules with complete, task-specific information. Once a representative finishes a service order, mCare automatically shares the data with NorthStar's customer information system in real-time, keeping your customers notified that the job is complete.

Take Advantage of mCare's Core Functionality

- View, sort, and assign service orders,
- Configure order priorities,
- View field staff statuses and progress,
- Configure forms and validations,
- Reconnect seamlessly with offline support,
- Store and transfer data automatically, and
- Enable, reporting, alerts, and reminders

Make Communication and Organization Easier

REAL-TIME DATA

Field data syncs with NorthStar's customer service system to improve accuracy and eliminate additional manual processing.

DRAG & DROP

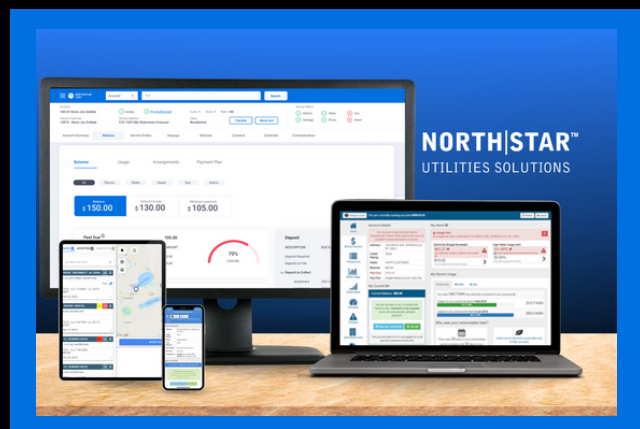
Assign multiple orders and plan the route for each of your field staff members.

ATTACHMENTS

Field staff can scan barcodes, capture images, and store attachments in eDocs.

AVAILABLE AT A GLANCE

Your field staff can see smart meter and type, warning messages and keys required.



THE NORTHSTAR ADVANTAGE

Whether you have a move-in, move-out, or outage, you need to know where your field staff is to keep your customers informed and your response times reasonable. For over 45 years, NorthStar has been assisting utilities, just like yours, with our innovative customer experience software to keep operations running smoothly. With NorthStar's suite of products, you'll streamline operations and reduce costs. And because customer experience is at the heart of everything we do, we'll help you design a solution that's right for your community.

Want to See What mCare Can Do for You?

Contact Us Today:

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