

## PFW IntelliDealer

# IntelliTech

Much more than just a time-logging system

### Key Features

#### Technicians can:

Log on to specific work orders;  
log off for breaks and lunch  
See an online "virtual" time card  
Drill down into machine details,  
including historical work orders

#### Supervisors can view a list of current jobs, containing:

Technician assigned  
Work order number  
Work order description  
Start date and time  
Elapsed work-order time

### System Requirements

- Windows® Vista Business, 2000 or XP Pro SP2 Operating System
- Processor and memory size based on Operating System recommendations (or greater)
- Internet Explorer 5+
- Ethernet Ready
- IBM® Power6™ recommended, scaled by number of users
- 8 GB RAM for server or greater, depending on number of users
- VPN access to server via Internet
- 512 Kbps remote store connection, determined by number of devices
- Current PFW system release
- Current IBM OS release
- LANSAS® License

### Request More Information

If you would like more information, please visit [www.pfw.com](http://www.pfw.com) or contact our Sales Team at (519) 474-3300 ext. 230 or [sales@pfw.com](mailto:sales@pfw.com).

PFW IntelliDealer IntelliTech provides service technicians and their supervisors with the requisite tools to boost efficiency and improve customer service.

IntelliTech is a browser-based time management and information system that streamlines processes for service technicians, empowering them in their ability to more effectively perform their jobs.

### Work Order Management

Work orders are viewed as segments in IntelliTech, in order to define exactly what service is required on a particular machine. To speed time-logging and reduce time wastage, each technician "logs on" to their assigned segment via the simple click of a button. Technicians can also view a "virtual timecard" in order to view that day's work orders. The technician also has the ability to view information such as work order summaries, work order history, and the repair history of a particular machine – data they previously obtained by speaking to their supervisor.

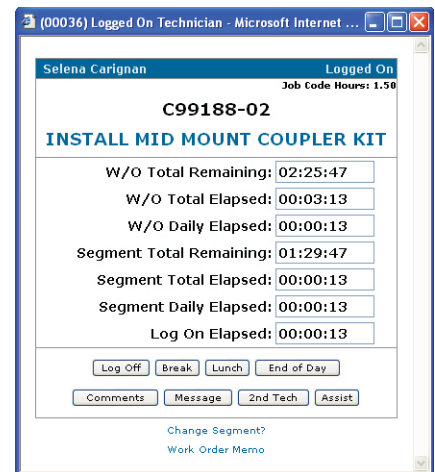
### Technician Efficiency

IntelliTech, through the maintenance of accurate technician time logs and technicians' increased ability to manage work-flows, is designed to improve the efficiency of service technicians and provide them with more control over their jobs. IntelliTech gives technicians a "personalized desktop", and eliminates the need for technicians to leave their work stations in order to input information at a central computer, or to obtain work order or machine information from another department.

Through the increased quantity and quality of information that is available, IntelliTech gives technicians more power to service machines. They can also view historical information in order to aid diagnostic processes. In order to reduce technician idle time, IntelliTech also provides options to add a second technician to a work order, or to assist another technician with a work order, or to add their own comments directly to work orders, as well as the ability to send messages to other terminals or through e-mail.

### Administration

Security helps keep managers and supervisors in control. As an example, IntelliTech could be configured to allow a technician to log out only once for lunch and once for the end of the day. In addition, technicians have access to specified information only at the discretion of the system administrator, and the system can be easily modified to adjust access levels.



The Logged On Technician screen gives service staff the ability to register labor status and activity changes.