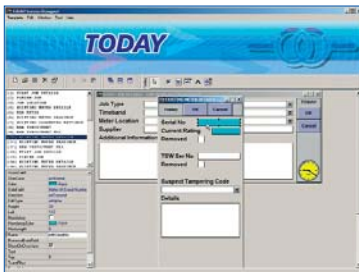


Key Features:

- automated, paperless issue of job details to field workers via the latest hand-held technology
- facilitates fully comprehensive and real-time interaction with remote field operatives for highly efficient scheduling
- each field operative can download an entire day's work in just a few seconds
- seamless integration with any scheduling system
- efficiencies can generate one more job/day for each worker
- supports real-time updates from operatives in the field
- fully-functioning over any TCP/IP network; ready for GSM, GPRS, Bluetooth and radio communications
- on-the-fly software upgrades; triggered by the server. And as soon as a hand-held is logged on, it's automatically updated – without any down-time
- future-proof; ready for 3G mobile communications
- dramatically raises data-tracking quality and work schedule control.

Fully-Customisable Screens



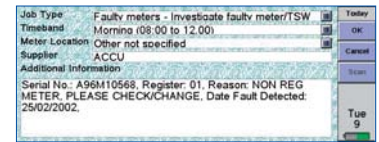
Using the Windows client, field service managers can customise every screen for transferring and capturing data to and from the field-operative's hand-held device. Changes are implemented immediately across the entire system as the software automatically tells the server how to package the data for the new screens.

Comprehensive Mapping



Full mapping information is displayed on the hand-held, indicating the quickest, most direct route to an appointment. The system can also utilise GPS functionality to help field staff locate obscure target positions (e.g. water meters) using grid co-ordinates, as well as helping system administrators pinpoint all of their operatives on one screen in real-time on TODAY's Windows client.

Comprehensive Data capture



TODAY allows field operatives to use data entry forms on the hand-held to update the system in real-time with mission-critical information and appointment feedback.

“Wheatley Associates' range of products continue to support our expansion plans by building system synergy across our business, without us having to bring in new staff.”

STEVEN BRADWELL
IT Support Manager
United Utilities Networks

Wheatley Associates

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TODAY

Technical Information

dynamic hand-held client application for
optimising real-time interaction with field staff



Dynamic software interpolator; transforming supplier-to-customer-to-supplier data flows into a comprehensive, service-driven, cost-cutting network.

Overview:

TODAY is Wheatley Associates' ground-breaking hand-held client application. It's the fastest, most secure paperless system available for distributing work schedules and interacting with large numbers of remote field personnel in real-time – individually and simultaneously.

The TODAY software system electronically transmits all outstanding, pre-planned work individual field operatives are required to carry out; complete with details, maps, data entry forms, or equipment schematics.

The system utilises an intelligent, electronic hand-held terminal carried by workers out in the field, allowing the operative to return accurate details of the completed job in a format that can be used to interface easily with other data systems.

The system is fully automated, but allows manual intervention of the schedules (generated by schedulers such as WA's ASSIGN) by both back-office supervisors and field operatives.

TODAY can transmit an entire day's work in seconds via a GSM or GPRS mobile phone across the mobile cell network. It yields outstanding gains in service levels as well as productivity by interacting with field operatives quickly and highly efficiently.

The Missing Link

TODAY disseminates data from any asset management and/or scheduling system to a field worker's Symbian or Windows CE hand-held device via an IBM middleware server. This is used to store and package the data presented on and returned from the hand-held.

This functionality facilitates vital synchronisation between the asset management/scheduling system and field staff; delivering huge gains in productivity as well as huge cost savings.

The updated data is returned to the server, which sends the information to the scheduler to update the schedules. The scheduler then sends the data to update the asset management system (database).

Comprehensive control

The Windows client helps you oversee the system's back-office function. This allows:

- the automated generation and transmission of work to field staff with minimum manual intervention needed
- work to be re-scheduled – without having to resort to the main scheduling system
- template design; customise each screen on the hand-held to implement every specific service objective

Software on Hand-held

The software running the hand-held device itself is included within the TODAY system, which facilitates:

- specific details to be amended as well as missing details to be inserted by the field operative to ensure your operation runs with accurate, up-to-date data
- information to be returned to the server as message packets via a TCP/IP network for ready assimilation into the system
- on-hand archived information; field operatives can be given secure access to the system to pick up specific additional information as required
- GPS functionality; track field workers' exact locations in real-time whenever they log into the system, allowing you to appoint the nearest worker for emergency work

Your field force can now be completely remote, because with TODAY:

- no-one need collect their work from a depot; they can begin their working day near their first appointment
- paper/fax-based systems can be replaced completely
- emergency jobs can be dispatched immediately
- you can receive immediate updates of your operations in real-time.



Using peak-performance hand-held technology, such as Pision's new netPad, TODAY transforms asset and scheduling data by enabling fully-interactive, paperless communication with field operatives; funnelling real-time updates back to the system whenever required.

Main Features:

The TODAY system transforms asset and scheduling data into a comprehensive, service-driven, cost-cutting network. It dovetails back-office field management with front-line field operations tremendously efficiently.

As TODAY dramatically reduces contact with field staff, the system can be configured to produce reports on individual operative's performance.

Back-Office; sending field data

- Obtains work data from any external asset management or scheduling system
- Accepts manual manipulation of workload schedule;
 - allows system supervisors to easily reallocate workloads, introduce emergency job requests, or reject work from the schedule as necessary
- Manual/automatic re-schedule;
 - move jobs between operatives manually
 - or select part of the workforce, plus any number of jobs and TODAY will automatically perform a mini-schedule for those operatives in minutes
- Fully-customisable data-entry screens and screen definitions;
 - Easily adapt template screens (even several templates in one go) for every specific task to be performed

- Initial template designs are supplied to specification
- Generate and position the data entry fields for each template on a visual representation of the hand-held screen
- TODAY uses IBM's middleware, Websphere MQ Everyplace, which compresses and encrypts data for transfer using the TCP/IP network protocol
- Can run on any platform
- Server houses Oracle database for storing template data, etc.
- Self-programming software; creating a template automatically writes new code, which tells the server how to packet the data to the hand-held.

Back-Office; receiving field data

- Receives all data resulting from completed field work
- Receives notification from field staff of jobs rejected and/or uncompleted for re-allocation
- Elect visual and/or audible warning of uncompleted work.

Hand-held software

Operates most hand-held devices with two variants developed for;

- Symbian's EPOC operating system, using C++ and Java
- Windows CE, written using JAVA

Hand-held device; receiving field data

- Accepts job data from back-office in minutes via a wireless communications network (e.g. GSM or GPRS) day or night
- Field workers can change the order in which jobs have been allocated and TODAY will rearrange its own schedule to accommodate the changes
- Job data can include archived schematics, which form on-site maintenance/repair guides
- Route planner;
 - Map graphic with optimised route to next appointment clearly indicated on screen
 - Map graphic with overview of route covering the full day's appointments on screen.

Hand-held device; entering field data

- Easy-to-use data-entry screens accept job feedback without the need for keyboard entry
- Field staff can update or amend data received.

Hand-held device; sending field data

- Sends data back to the system for de-programming
- Lets field staff reject individual jobs or entire schedules.

About Us

Wheatley Associates' (WA) expert consultancy, software development and project management has helped the company achieve a dominant position in service management.

Since 1991, several world-class innovations in bespoke software have forged a sequence of ground-breaking solutions, remarkably effective at optimising field-service tasks and asset management.

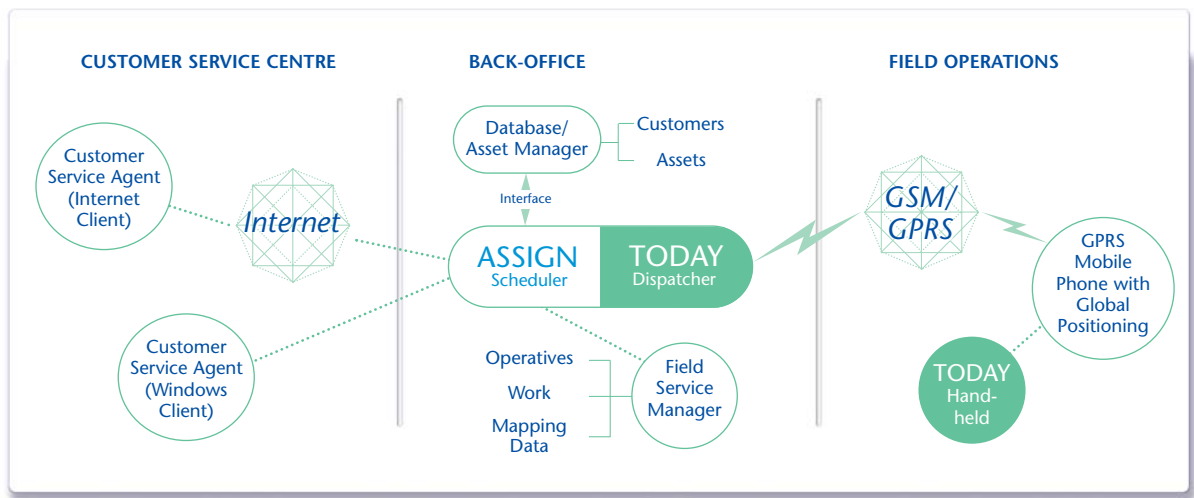
Of the 20 largest databases in the UK, WA have developed eight; whilst

the impact of its software solutions now oversees the vast majority of household assets in the UK.

Only WA can provide the expertise to manage the complete end-to-end field service operation, utilising the most powerful and flexible scheduling engine ever designed.

As WA is a software house, we can design and develop any additional functionality necessary on request, or integrate TODAY with existing systems or databases.

The Complete End-to-End Field Force Management Solution



This is how TODAY is integrated into a complete, end-to-end appointment booking and scheduling delivery channel. Used with ASSIGN and/or independently, it dramatically optimises the quality of data-tracking and work schedule control

After-Sales Support

A comprehensive Software Support Agreement is issued with TODAY. A copy is available on request but is summarised in the following:

- All system testing and test script creation is carried out by the WA test team in accordance with ISO 9001.
- Full factory-acceptance testing takes place at WA before release.
- Installation;
 - Full configuration of Oracle database and hardware at operating system level as necessary

- Off-site or on-site training;
 - training the trainers.
- WA will be on-hand when the system goes live.
- Support desk: runs from 08.30 to 17.00 hours (GMT) Monday to Friday, excluding public holidays.
- Incidents can be reported by e-mail, 'phone or fax. On request, we will issue you with our own application which lets your Help desk generate automatic incident reports and weekly logs via e-mail.
- Pre-determined response times covers all faults according to their severity.
- 30-day warranty.
- Annual maintenance contract.

A comprehensive list of quality assurance qualifications and strategic partners helps endorse our claim to be able to deliver solutions of limitless scale and outstanding quality



System Requirements:

Server Database;
Any supported by Oracle or Microsoft SQL Server

Windows Client;
Pentium PC running Windows 95 or above