



CHOICELOGISTICS
ONE WORLD • ONE CHOICE

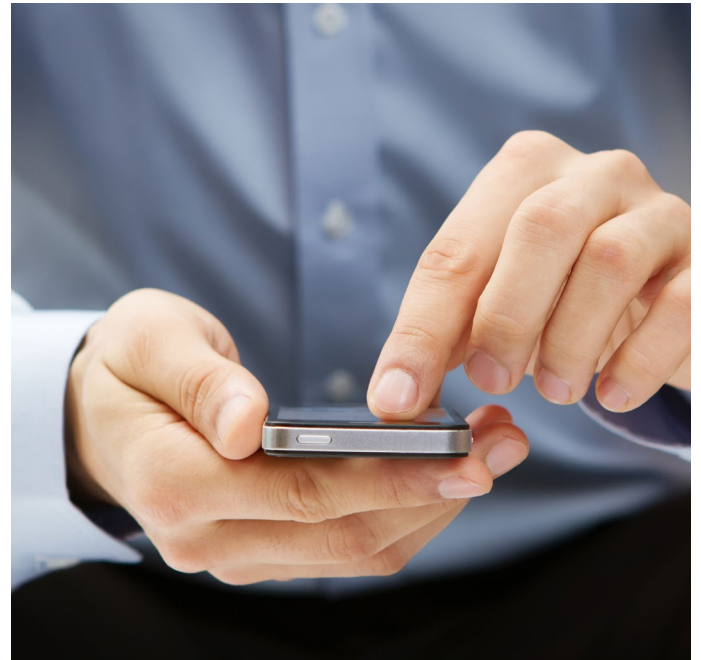
Service Sync™

Imagine the ability to synchronize the arrival of parts with the arrival of a field service engineer. Choice imagined it. And then we invented Service Sync.

MULTI-PARTY, DEVICE AGNOSTIC, REAL-TIME TRACKING SOLUTION

The lack of coordination between the parts and the field engineer remains the Achilles Heel of the service parts logistics industry. Although process improvements have been made, it remains a labor-intensive ordeal. Service Sync™ closes this gap and enables exception-based management.

- GPS for street-level tracking of part and engineer
- Geo-fencing for “live” time- and event-based ETA alerts
- Direct communication between all stakeholders
- Real-time POD with location for compressed ETA
- Supports both a B2B and B2C offering



COMPREHENSIVE CAPABILITIES THAT COORDINATE ALL STAKEHOLDERS

REAL-TIME SHIPMENT TRACKING

Real-time status updates for shipments originating from a Choice facility. All parties are tracked from the point of dispatch, providing validated location updates so you can better manage the outcome. From one integrated user interface, on any device, we provide the exact path the parties have taken.

REAL-TIME ETA

This 100% automated system provides instant visibility into which service provider is at risk of missing an appointment. Every time a shipment status is updated, we will determine whether that shipment is “on schedule,” “behind schedule,” or “in trouble.”

AUTOMATED ALERTS

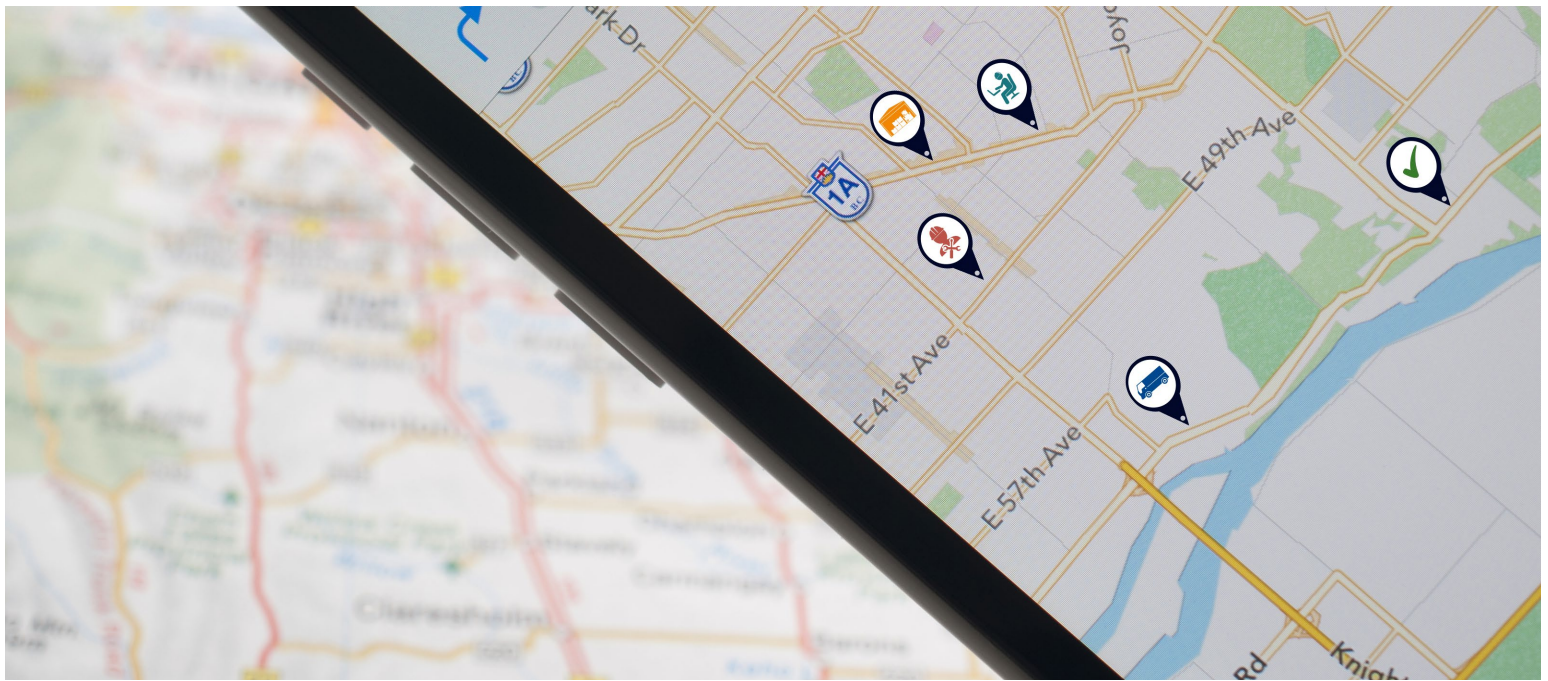
Choice offers geo-fencing for shipment origins, destinations, and customized milestones. Fast, accurate, and automated, these real-time alerts make it easy to stay on top of shipments that are arriving, leaving, or reaching a milestone.

TWO-WAY MESSAGING

Enables communication directly from Service Sync to the driver or engineer. Exchange key shipment data, ask for and receive pickup and delivery information, and send addresses – all in an efficient and timely manner.

BREADCRUMB AUDIT TRAIL

Breadcrumb auditing validates the visual, drives compliance, and is the foundation for “big data” analytics.



DEVICE AND SOFTWARE AGNOSTIC WITH NO CAPITAL INVESTMENT

Completely Automated

- Location tracking
- Revised ETAs
- Arrival/departure detection
- Real-time PODs

Easily Scalable

- Integrated into web-based platform
- Small app footprint
- Easily installed on any device
- Minimal data usage

Field Tested

- Mobile app since 2009
- 300,000 unique instances
- Supports all phones (except prepaid)

INCREASES CUSTOMER SATISFACTION, IMPROVES SERVICE, AND REDUCES COST

- Increase customer satisfaction scores by 15%
- Improve combined SLA OTP by 5%
- Reduce Command Center “check calls” by 75%
- Reduce corrective actions by 50%
- Improve vendor compliance by 25%
- Reduce issues at unmanned sites by 25%
- Increase upsell migration to premium service
- Enables process automation for reduced G&A
- Turn Command Center into a Profit Center
- Supports transition from products to services
- Provides immediate product differentiation

GET STARTED NOW

Bring complete transparency to your customers and service providers for a new level of coordination. Any vendor in any location can use Service Sync to improve coordination between service providers. Everyone benefits. Call Choice today to find out how to bring complete clarity to your supply-chain.

Learn why industry leaders trust Choice Logistics for enterprise-grade supply-chain solutions that compress time-to-market, provide differentiation, and remove costs.

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