



eVance™ Series Service Manager

by Honeywell

Description

The Service Manager software is an essential part of the eVance™ Services offering that enhances productivity and communications with centralized information management and real-time data sharing.

Benefits

Makes Dispatching More Efficient

The Service Manager puts any of the following types of information necessary to schedule service calls in one place; all of which display on an intuitive user interface that enables you to accelerate the dispatch procedures:

- customer information
- real-time diagnostic data
- fire system details
- technician availability
- event and service history

With a single application that can allow you to view job tracking, calendars and report storage, you can reduce or even eliminate the duplicate data entry into multiple programs.

Maps Job Sites and Technicians

With the Service Manager, customer job site and technician locations are visually represented in real time, enabling faster, more efficient responses to service calls.

Increases First-Time Fix Rates

The Service Manager application makes the customer's equipment, service history and diagnostic information available in real time. This application significantly increases first-time fix rates and even eliminates some service calls by enabling remote problem-solving.

Improves Service Quality

The Service Manager software keeps track of annual inspection due dates for all fire systems, managed by the distributor. ESDs can offer additional value to their end-users by granting them 24/7 access to inspection reports, service histories and scheduled maintenance work. Future upgrades to the Service Manager will provide automatic alerts and notifications from the fire systems connected to the secure data center, allowing your business to provide more proactive service.

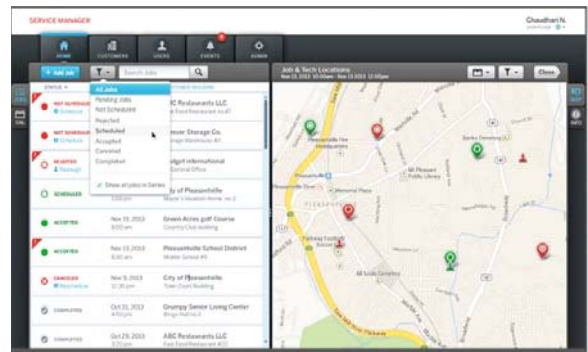
Promotes More Effective Communication

Technicians can view their assigned installations, inspections, service calls and site histories using their mobile phones. With the Service Manager, the calendars are automatically updated in real time with maps showing their customers' locations, so that they can communicate with dispatchers using the application. Service activities can be recorded manually to reduce paperwork and maintain more accurate record keeping.

Trademarks:

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 SysTrust® is a registered trademark of AICPA (American Institute of Certified Public Accountants) and CICA (Canadian Institute of Chartered Accountants).
 Google™ is a registered trademark and Chrome™ is a trademark of Google Inc.
 Firefox® is a registered trademark of Mozilla Inc.
 iPhone® and Safari™ are registered trademarks of Apple Inc.
 Microsoft Internet Explorer™ is a registered trademark of Microsoft Corporation.

Software Services



Service Manager

Features

- **Dispatch and Service Management Software**
 - Schedule and assign jobs to Technician(s).
 - Map shows the customer and technician locations.
 - Store inspection reports and other files (sorted by customer) using an available software storage capacity of up to 100 GB.
- **Real-Time Alerts**
 - All fire system events are displayed in real time for systems connected to the data center via the web portal.
- **Mobile Technician Software**
 - View assigned installations, inspections, service calls and history using a mobile device.
 - Create on-site service orders to e-mail to customers/ ESDs and/or save to the Service Manager.
 - Displays an up-to-date schedule/calendar.
 - Map showing the customer location.
 - Create follow-up jobs when needed.
- **End-User/Building Owner Information Center**
 - Ability to access inspection reports for your buildings.
 - View the work that is completed and is scheduled.
- **Database Import**
 - Import the addressable device database from the CAMWorks™ versions 2.30 or later.



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System Architecture

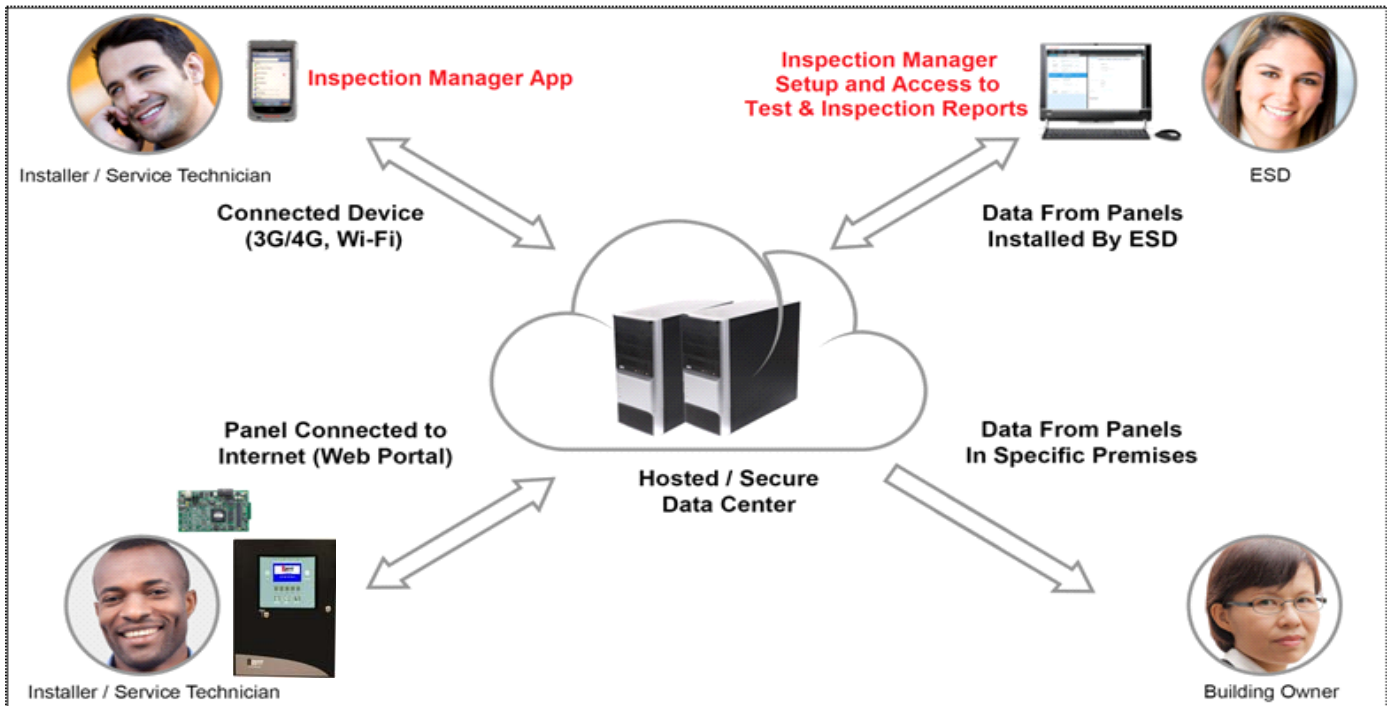


Figure 1 System Architecture

System Requirements

- Dispatch and Service Management Software is designed to run on a desktop or laptop computer using any of the following browsers:
 - Google® Chrome™ (preferred browser for the best performance)
 - Firefox®
 - Internet Explorer® (version 10.0 or higher)
- Monitor screen resolution recommended setting is 1680 x 1050, with a minimum resolution of 1280 x 1024.
- Mobile Technician Software is best viewed on an iPhone® device using Safari® web browser.
- All personal computer and mobile devices are provided by the customer.

Data Security and Privacy

Hosted / Secure Data Center

The secure/hosted data center is located in the United States and is compliant with the following standards:

- SSAE 16 and ISAE 3402 audit standards (formerly SAS 70).
- The SOC 3 SysTrust® for Service Organizations Seal of Assurance.

These certifications are governed by industry and government regulations, and address the following critical aspects of the data center:

- physical access
- system availability
- customer provisioning
- problem management
- network and IP backbone access

The data center provides regular backups and off-site storage of your critical data.

Data Ownership and Privacy

Because your company and customer data is of utmost importance, the subscription and privacy agreement is in place to protect your business. To view the subscription and privacy agreement, please go to the following website:
<http://evanceservices.honeywell.com/Pages/agreement.aspx>

Software Licensing

The Service Manager software is purchased as an annual license. The license you need is based on the number of people who will be using the software at your company. Any building owners, end-users, AHJ's (customers) to which your company provides view-only access do not count as a user in terms of the license agreement.

As part of the eVance Services offering, the Service Manager software may be bundled with the Inspection Manager software at a discount over purchasing the two software applications separately.

Yearly License Renewals

At month 9 of the yearly license, you will start to receive email messages and warnings from the data center that your license will run out in 3 months. You should then order a renewal license.

Software License Upgrades

- License upgrades can be purchased when you want to add more users or another license.
- As an example, this license allows you to change from a 5 user license to a 10 user license, or you can add Service Manager if you currently use Inspection Manager.
- Upgrade orders should be placed within 9 months after the yearly license period begins. After month 9, the data center treats an eVance Services software license order as a renewal.

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Ordering Information

Software Services Ordered from Gamewell-FCI

The Service Manager may be purchased in individual licenses or purchased as a pack of licenses. The eVance Services bundle is purchased in packs only. For example, a 10 user license provides up to 10 unique users with access to the software.

Gamewell-FCI Service Manager Service Plans

Part Number	Service Plans and License
GW-SERVICE1	ASSY,FNL, SERVICEPLAN, SERVICEMGR, 1USER (Individual License)
GW-SERVICE10	ASSY,FNL,SERVICEPLAN, SERVICEMGR, 10USER (10 User License)
GW-SERVICE15	ASSY,FNL,SERVICEPLAN, SERVICEMGR, 15USER (15 User License)
GW-SERVICE20	ASSY,FNL,SERVICEPLAN,SERVICEMGR, 20USER (20 User License)
GW-SERVICE30	ASSY,FNL,SERVICEPLAN, INSPECTION MGR, 30USER (30 User License)
GW-SERVICE 100	ASSY,FNL,SERVICEPLAN, SERVICEMGR, 100USER (Unlimited Use, up to 100 Users)

Ordering Information (Continued)

Gamewell-FCI Bundled EVANCE

(Inspection Manager and Service Manager Service Plans)

Part Number	Service Plans and License
GW-EVANCETRIAL	ASSY,FNL, SERVICEPLAN, EVANCE,TRIAL (Trial License, 5 People for 3 months)
GW-EVANCE5	ASSY,FNL,SERVICEPLAN, EVANCE, 5USER (5 User License)
GW-EVANCE10	ASSY,FNL,SERVICEPLAN, EVANCE, 10USER (10 User License)
GW-EVANCE15	ASSY,FNL,SERVICEPLAN, EVANCE, 15USER (15 User License)
GW-EVANCE20	ASSY,FNL,SERVICEPLAN, EVANCE, 20USER (20 User License)
GW-EVANCE30	ASSY,FNL,SERVICEPLAN, EVANCE, 30USER (30 User License)
GW-EVANCE100	ASSY,FNL,SERVICEPLAN, EVANCE, 100USER (Unlimited Use, Up to 100 Users)

Order Information Contact:

To order, please contact your Customer Service Representative (CSR). For upgrades, the CSR will be able to provide information as to how your yearly software license start and completion date may be impacted.

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