



PocketBiz

FIELD SERVICE

Product Version 3.0

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SiEBEN Innovative Solutions realized the business need for dynamic technical departments and automation of business processes. To fulfil this need SiEBEN developed PocketBiz Filed Service. PocketBiz Filed Service is an innovative application based on wireless technologies that helps companies control their technical department electronically and achieve complete end-to-end integration in their e-Business environment. PDA technology has evolved to such a high level so that fully functional applications based on mobile technologies can be offered.

The initial version (1.0) of the application was released in July 2001. Currently the PocketBiz platform is the most successful mobile solution in Greece.

1. PDAS

Modern business practices demand a high-level of service and functionality by providers at a continuous base. This led to the design and development of small and functional hand held computers called Personal Digital Assistants (PDA). The architecture of these devices is similar to that of the personal computers only at a smaller scale. The architecture consists of a central processor, memory and a touch screen. The operation of the PDA is controlled by a relatively simple operation system.



The advantages offered by the PDA devices have lead to the attraction of numerous hardware and software companies. Consequently, the technology market has flooded by a high number of devices, operation systems and software packages. **SIEBEN** is the first software company in Greece and one of the first in the world that has developed operation software specifically designed for PDA devices. Having examined and analyzed market trends in depth, **SIEBEN** recommends PDAs that are based on the Microsoft Windows Mobile operating system. Windows Mobile is a “light” version of the popular Windows operation system that is capable of turning a PDA into a fully functional “extension” of the office and the personal computer of the user. It offers, among others, Office, Outlook (mail, calendar, contacts, and tasks), Internet Explorer, etc. Simultaneously, Windows Mobile acts as a powerful platform for the development of applications designed for personal or business uses. PocketBiz Sales is one of them.

2. MOBILE TECHNOLOGIES

The performance of every contemporary employee can be significantly increased if he can have in his pocket an electronic device where he can enter and access data that are useful for the fulfilment of his daily job requirements. If this electronic device can communicate from any location and at any time with the company's central information systems, the employee's performance has the ability to increase at distinct levels.

The evolution of technology, the advancement of business information systems, the transition to e-business environments as well as the ever-increasing need of access to business data has created the need for hand held computers and special applications that would help realize all the above. **SIEBEN** is the first Greek company, by realization of the modern business trends, has developed **PocketBiz Field Service**, an innovative application designed to support companies' technical departments with a mobile and wireless tool.

The need for mobile applications that wirelessly communicate with company back-office, as a result offering direct and secure access to business data is required for the efficient and seamless operation of a modern technical department because:

- Technical personnel use the majority of their time away from their office and consequently do not have direct and continuous access to business data.
- The need to exchange data (itineraries, spares, etc) is critical.
- Constant updates of itineraries are vital in improving customer service and accelerating internal business processes.
- Elimination of errors in itineraries, customers' problems, and necessary spares is very important in the reduction of operating costs (time, human resources, etc)
- Quick, error-free and on-site invoicing at customer's premises has become a necessity in many industries.
- It is important that technicians have access for the customer information update concerning the spares that have been used. Managerial control on the sales process and on the salesmen themselves is decisive for the company performance.

PocketBiz Field Service promises to offer solutions to all of the above providing both management and technicians with a unique tool



3. PRODUCT DESCRIPTION

3.1 POCKETBIZ FIELD SERVICE ARCHITECTURE

PocketBiz Field Service consists of four main modules: PocketBiz Client, PocketBiz Server, PocketBiz Administration and PocketBiz ERP Connectivity.



PocketBiz Field Service is an application that has primarily been developed to fulfil the needs of a technical department of every company. Particularly it addresses to the technical personnel that undertakes the maintenance and the repair of products in customer's premises. This particular application allows the individuals in charge to inform technical personnel about daily tasks that they should undertake. Every technician is informed on a daily basis about the customer appointments, having at their disposal the journey that has been judged beneficial from the company management. At any time and location, the employee can check essential information of the client and the trouble that they face by simply pressing a button. Consequently the employee is aware of the task at hand and thus resolves the current and potential future issues faced efficiently.

An important advantage that the application provides is the technician can invoice the parts that have been used. The company management is also given the ability of monitoring all employee activities through entered logs, aiding an effective management control.

PocketBiz Client

PocketBiz Client is the part of the application that runs on the end-user (technician) PDA. It consists of the following modules:

- **Field Service**

This is the core of the application. It supports: invoicing of spares and services, history of visits, proposed pricing, calculation of guarantee, stock control and record of unsuccessful visit etc.

- **Project Management**

Allows the management of new projects with phases and resources. This way it is possible to follow-up active projects and technicians at any time by a better means.

- **ExVan**

Connected to a portable printer, this module supports invoice creation, invoice printing, annulling invoices and reprinting. The new 3.0 version features a fully redesigned interface for the x-van module that allows end-users to fulfill assigned tasks faster and error free. **PocketBiz** can be adjusted to local tax laws.

- **Money**

In this module the technician can record the cash and checks he collects from customers. Furthermore, in combination with a portable printer the module allows printing of collection receipts. Version 3.0 allows receipts to be sent and printed to a customer fax machine (no portable printer required). Additionally, technicians can record in detail car expenses (and kilometres covered) and other personal expenses. In this way both the technician and the company are aware of the progress of the collections and the expenses.

- **Itinerary**

The itinerary module aids company technician's itineraries that are created based on cartographic data. The visits are assigned to a technician depending on the time that has spent to complete his itinerary.

It should be noted that the company may utilise any combination of modules as needed. In case of the company incorporating and using the remaining

PocketBiz Field Service modules, is possible to use the infrastructure that is pre owned.

PocketBiz Server

PocketBiz Server is the central storage, information and communication system of the application. It is the main database where all necessary data, concerning repairs and maintenances are recorded. PocketBiz Server is developed on a Microsoft SQL Server 2005 and Microsoft SQL Mobile. This part of the application is responsible for the communication (either via Internet/RAS or via LAN) with the PDAs of the technicians. The design architecture and the application development process to allow for the smooth integration of PocketBiz Server with the existing central information system of the company. Furthermore, versions 3.0 and above support the implementation of PocketBiz Server on a Virtual Machine (Microsoft Virtual PC/Server, VMware) which eliminates the need for administration of an extra server and for purchasing new and expensive equipment

PocketBiz Communication

Aiming for the highest level possible for customer satisfaction, SIEBEN has developed three different methods for the communication between PocketBiz Client and the PocketBiz Server. In all cases, the most advanced telecommunication technologies (both wired and wireless) are used. It is important to note that these methods can co-exist and in no way the use of one excludes the use of another. The different methods used are:

1. Wireless GPRS (or RAS) via cell phone

According to this communication method, the technician's PDA is connected to the Internet via a GPRS cell phone and is in this way synchronized with the central storage and communication system of PocketBiz. It is not mandatory to have a separate cell phone since a lot of PDAs with embodied cell phones (PocketPC Phone Edition) can be found in the market. This method is strongly recommended for implementations where fast and well-timed data synchronization is critical for the successful fulfilment of the technicians' tasks. The RAS (Remote Access Server) solution is also supported. In this way, the technicians' devices are connecting to the Server not through the Internet but by calling special modems connected to the Server



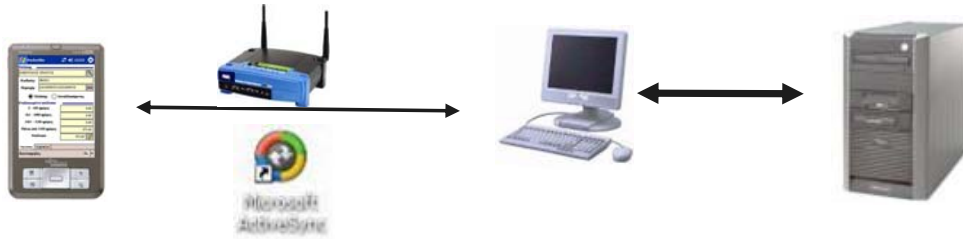
2. Internet via telephony network

This method is similar to the wireless internet method described above. The main difference is that connection to the Internet is not achieved via a cell phone but through the telephony network. If the technician has access to a telephone socket, he connects his PDA to it (using a special modem card) and performs fast and secure synchronization of his device with the back-office. This method is recommended in cases where the technician works in areas with low cell signal strength or in cases where the customer wants to avoid the cost of using cell phones. It is also recommended in cases where it is not critical to update the central systems quickly and the technician has the luxury to synchronize his device more rarely (once or twice per day or at the end of the day). This method also supports RAS implementations.



3. At the Company Site

This method is performed through the company's LAN. The technician is required to return back to the company and place his PDA on a cradle connected to his personal computer. ActiveSync, Microsoft's popular synchronization application, then takes over the synchronization of the device with the PocketBiz central system. It must be noted that the above mentioned PDA cradle is provided together with the PDA by all manufacturers. This method is recommended in cases where entering orders quickly in the central system is not critical and direct synchronization is not a high priority. New version 3.0 of PocketBiz Field Service also supports data synchronization via the company WiFi network. If the company has a WiFi network deployed then the technicians' devices can communicate with the central information system through it and exchange data.



PocketBiz Administration

PocketBiz Administration is the administration and customization tool of PocketBiz. It is a web-based application built on Active Server Pages (ASP) that is responsible for creating a great number of detailed reports offering unique tools to technician managers that help them supervise both the technical process and the technicians. A unique advantage of PocketBiz Administration is the fact that it can be controlled through the Internet offering access and functionality no matter the place and time. PocketBiz Administration can be also expanded easily with new features and customs to fulfil any special customer requirements. Additionally, it can complement the company ERP in fields where the ERP does not offer the desired level of detail (e.g. send messages to technician or create special reports). In combination with SQL Server Reporting Services, extensive and easy reporting is offered. These reports are built in html format but can be also exported in ASCII, MS Excel or MS Access. Version 3.0 also features a desktop application that can perform a series of tasks and batch processes. As a result a great number of daily tasks are accelerated since they are no longer performed over the Internet

PocketBiz ERP Connectivity

In case the customer owns a central information system (ERP) and wishes to integrate it with PocketBiz, SiEBEN's ERP experts can implement this integration. Depending on the requirements and the systems of the customer, SiEBEN's technicians can utilize many different solutions (ODBC, COM, XML, ASCII etc) to achieve integration. In this way the customer receives a complete and fully integrated solution that significantly improves the speed and automation of the procedures of the technical department. PocketBiz ERP Connectivity is complementary to PocketBiz Administration leading to an integrated and fully functional operation environment where minimal changes in the company processes are required. SiEBEN has already successfully integrated PocketBiz with most ERP systems of the market.

3.2 HOW POCKETBIZ FIELD SERVICE WORKS

The most important modules and features of PocketBiz Client and PocketBiz Administration are briefly described in this section.

Module Field Service

The features that Field Service module offers are the following:

Itinerary choice

The features of this module are the following:

- Technician briefing his daily itineraries and the visits that he should realise
- Elements concerning the significance of each visit
- Information on the type of damage, the spares that the technician will receive, the price lists of the provided services and spares
- Possibility to qualify the visit depending on whether it was judged as a successful one or not and possibility to record comments
- Possibility to choice among several reasons that the visit was not successful

Customers Management

The customer management possibilities that PocketBiz Field Service provides are the following:

- Tree-categorization of customers with unlimited depth, number of categories and number of customers
- Each technician can view in his PDA only the customers that have been assigned to him
- Assign up to three different technicians per customer
- Determine (via PocketBiz Administration) the technician route by setting visit intervals. Ability to display routes by date or by order of visit
- Customer search by category, route description, Tax ID, code, name and by use of wildcards
- Customize the way that the customer search results are displayed
- View customer info (addresses, phone numbers, Tax ID etc). User defined fields are also available in this screen in which custom information can be displayed
- Edit and send applications for modification of customer data to the back-office

- Enter comments for the customer as well as display the comments about the customer that are stored in the company ERP
- Enter new customers

Spares Management

The features of this module are:

- The detailed recording of spares that were used for the repair
- View of the proposed value of each spare
- Mark of spare (in case a guarantee exists)
- Appearance of likely discounts depending on the spare that has been selected
- Spares stock control
- Records of notes concerning the spares and possibility to correct the serial numbers or the types of spares
- Recording of spares that will be needed in next visit

Documents Management

- Record a simple visit (in case that it did not result to an order). The technician has the capacity to record the following: indication of what exactly has been dealt with; the reason for which he may have not completed the repair selecting from the given list of choices or even by entering his own explanation. In the latter case it may publish a null document
- Insert comments in the document or in the document line items
- 4 user defined fields in the document lines that the technician can complete either with predefined values or with free text
- Define method of payment and automatically apply the appropriate discount
- Define shipping method
- Enter new prices
- Credit control of the customer while saving the document
- Customer visits history
- Print the order / customize the printing form

Project Management Module

This module helps users to better manage new projects:



- Projects, phases, tasks, sources management
- Project budget management and task assignment
- Tasks recording based, or not, on the budget
- Compare the budget to the reporting elements
- Direct project invoicing
- Cost accounting of projects

ExVan Module

With the use of the Money module technicians can manage their collections and expenses:

- Manage and issue any kind of sales document (invoices, annulling documents etc) and warehouse documents (dispatch documents, warehouse balances etc)
- Manage returns
- Enter comments for every handling
- Print documents in customer preferred forms. Ability to customize the printing
- Incorporate the main tax mechanisms of the market

Money Module

With the Money module technicians can manage their collections and expenses:

- Record collections (cash or check). Record check details (bank, check number, expiration date etc)
- Modify recorded collections
- History of collections (ability to search by date)
- Record expenses (cash or credit)
- Select the expense category from a list of pre-defined categories (defined by the system administrator)
- Modify and delete the expenses
- History of expenses (ability to search by date)
- View technician's balance (collections / expenses in cash and checks)
- History of collections – expenses history for periods defined by the technician
- Record salesman covered kilometres on a daily base

Itinerary Module

- Create the most optimal itinerary based on significance of the incidents
- Create itineraries based on cartographic data
- Assign visits to technicians depending on the required time of transaction

Extras

- Receive html messages from the back-office and answer them
- Create applications to modify customer data, applications to enter products in the customer product range and other
- Technical reports by date. Ability to drill-down (documents that resulted in the total visits displayed)
- Customer calling from PocketBiz (Pocket PC Phone Edition required)
- Multilingual support (English, Greek, Bulgarian, Romanian etc). Ability to use up to 4 different languages in the same installation

PocketBiz Administration

PocketBiz Administration is the administration tool of the system. It is a web-based application through which the system administrator can organize and customize the operation of the system, manage the technicians' documents and receive important reports in regards to company technicians' performance.

Settings

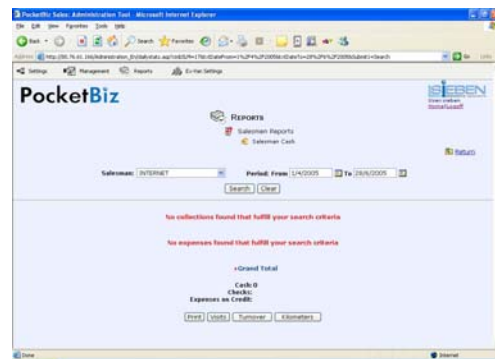
The basic tasks that can be performed through this PocketBiz Administration module are the following:

- Preparation the itineraries of technicians (day of visit, number of damage, region) taking into consideration maps
- Manage users and access rights
- Define contributing parameters for the creation of reports
- Manage vehicles (define vehicles, assign technicians to vehicles, assign documents to vehicles etc)
- Visits workflow (visits status, define workflow, udders rights etc.)
- Define the expense categories that will appear in the technician devices
- Setting of visit parameters and define criterias for te consideration of successful visit or not

- Administration of all document types the technician has issued. The system administrator can search documents by technician, document type, document status, time period, depending on if they are imported in the ERP or depending on if they are transformed.
- Set financial documents parameters
- Transfer customers between technicians (e.g. in case a salesman is on vacation)
- Record salesmen expenses and kilometres
- Create and send messages to salesmen
- Define routes per technical personnel (visit dates, frequency etc)

Reports

The PocketBiz Administration module offers the Technician Director and the Technician Managers useful reports concerning the performance of the technicians; reports that cannot be drawn from the company ERP. PocketBiz Administration version 3.0 features SQL Server Reporting Services & Analysis Services. As a result improved reporting is



offered to management and PocketBiz Field Service is transformed to a Business Intelligence tool that helps decisively in making the right business decisions. In particular the features offered by PocketBiz Administration are:

- Dynamic and fully customizable reports
- Multilevel reports, that allow the user to access the cumulative data of higher levels or drill – down to the level of detail he is interested in
- Fully customizable access rights to reports and data
- Simple access to reports through a web browser
- Ability to export reports in many different types of files (MS Excel, MS Word, Acrobat PDF, XML, CSV etc)
- Ability to automatically and periodically send reports to the appropriate users via e-mail

- Multiple report formats (tables, bars, pies etc) and styles
- Complete statistics
- Expense reports
- Merchandising reports
- Monitor technicians goals
- Monitor technicians visits, route coverage, visit success rates etc
- Comparative reports between technicians

PocketBiz ERP Connectivity

Apart from the ability to set the parameters of the connection and the integration of PocketBiz to the company ERP, PocketBiz ERP Connectivity also offers extra features that help specific daily business tasks:

- Automatic printing of the documents that are sent by the company technicians. Ability to fully customize the documents that will be printed (define document types, define document printing based on multiple criteria etc)
- Break down document printing in more than one printers based on multiple criteria
- Automatic document transformation based on multiple criteria

3.3 EXTRA SERVICES

1. GPS Support

Using GPS (Global Positioning System) service it is possible that the technician (and the enterprise) knows at any time his place on specifically shaped map.

2. Mobile Office

By using the Microsoft Exchange Server 2003 (<http://www.microsoft.com/exchange>) it is possible to carry the entire office environment in a hand held device. As a result, together with PocketBiz, the



user/salesman receives access in a series of other services like company e-mail, calendar, contacts, tasks, Internet access (news, time, maps) and corporate Intranet.

3. VGA Support(Windows Mobile 5)

The new 3.0 version of PocketBiz Field Service supports VGA devices (Windows Mobile 5). VGA screens offer higher resolution.

4. TECHNOLOGICAL PLATFORM

PocketBiz Field Service 3.0 platform is based on Microsoft technologies.

4.1. SOFTWARE TECHNOLOGIES

A) PDA Edition

PocketBiz Sales platform for PDAs is based on the following technologies:

Microsoft Windows Mobile 5: The PDA operating system. The particular platform was selected because it is the ideal environment for demanding applications.

(<http://www.microsoft.com/windowsmobile/default.aspx>)

Microsoft Windows Server 2003 & IIS 6.0: The central operating system on which PocketBiz Server is installed. Internet Information Services 6.0 is the web server that controls the Internet access to the system. The implementation of PocketBiz Server on a Virtual Machine (using VMware or Virtual Server) is also supported.

(<http://www.microsoft.com/windowsserversystem/default.aspx>)

Microsoft SQL Server 2000/5 & SQL Server CE 2.0: The central database of the application where all information is stored. With SQL Server CE 2.0 it is possible to store information in PDA devices and later synchronize them with the central database. (<http://www.microsoft.com/sql>)

Microsoft Visual Studio .NET 2003: Microsoft's development tool that was used to create PocketBiz Client and PocketBiz Administration (100% .NET applications). It is the most modern and powerful tool for developing fast and reliable applications.

(<http://msdn.microsoft.com/vstudio/>)

B) Tablet PCs – Laptops Edition

PocketBiz Sales platform for Tablet PCs and Laptops are based on the following technologies:

Microsoft Windows 2000 Professional or XP Professional: The operating system of portable computers. The particular environment was selected since it is the most popular among PC users and at the same time it is characterized by exceptional stability that makes it suitable for demanding applications.

(<http://www.microsoft.com/windows2000/>)

Or <http://www.microsoft.com/windowsxp/>)

Microsoft Windows Server 2003 & IIS 6.0: The central operating system on which PocketBiz Server is installed. Internet Information Services 6.0 is the web server that controls the Internet access to the system. The implementation of PocketBiz Server on a Virtual Machine (using VMware or Virtual Server) is also supported.

(<http://www.microsoft.com/windowsserversystem/default.mspx>)

Microsoft SQL Server 2005 & SQL Server Express: Microsoft SQL Server 2005 is the central database of the application installed in PocketBiz Server where all information is stored. With SQL Server Express it is possible to store information in portable computers and later synchronizing with the central database. (<http://www.microsoft.com/sql>)

Microsoft Visual Studio .NET 2003: Microsoft's development tool that was used to create PocketBiz Client and PocketBiz Administration (100% .NET applications). It is the most modern and powerful tool for developing fast and reliable applications. (<http://msdn.microsoft.com/vstudio/>)

Regardless the version selected (PDA or Tablet PC) the following Microsoft platform may also be used:

Microsoft Biztalk Server 2006: In case PocketBiz Sales has to be integrated with a legacy central information system, BizTalk Server 2006 is used. Using XML technology it enables the communication and integration of internal company applications regardless the platform. (<http://www.microsoft.com/biztalk>)

4.2. HARDWARE TECHNOLOGIES

PocketBiz Client: All PDA devices of the market that use Microsoft Windows Mobile 2003 or Windows Mobile 5 can be used: Fujitsu Siemens, HP iPAQ, Motorola, PSION, Symbol, Intermec, Toshiba, Dell, ViewSonic, Siemens, NEC, Packard Bell etc. Also, all PocketPC Phone Edition PDAs with 3G as well as handheld PCs (HP Jornada 720) and Tablet PCs (Windows XP Tablet PC Edition) are supported. For synchronization via wireless internet, data enabled cell phones or PDA devices with incorporated cell phones are required.

PocketBiz Server: P4 2,8 MHz Server with 1 GB Ram and 2x72 GB SCSI Hard Disk in RAID 1 is the recommended configuration. The minimum requirement is: PIII 500 MHz, 256 MB Ram and 80 GB IDE Hard Disk. The only requirement for

the computers that will be accessing PocketBiz Administration is to have Internet Explorer 5.0 or higher installed. Finally if PocketBiz Server is used as Virtual Machine, a PC with 2,8 MHz, 1GB Ram, and 2 IDE Hard Disks is required.

4.3. INTERNET CONNECTIVITY

In case the Internet is used for data synchronization, a static IP is required. The connection line can be ISDN, DSL or a permanent line. 64 kbps are sufficient for the application.

4.4. RAS CONNECTIVITY

1-3 external modems (depending on the number of salesmen and the frequency of synchronizations) with equal number of telephone lines which salesmen call to connect to PocketBiz Server are required. GSM modem scenarios that enjoy more favourable charges are also supported.

4.5 SYSTEMS MANAGEMENT CONSOLE

Intellisync's Systems Management tool has been incorporated in PocketBiz 3.0. It is a powerful tool that allows for the remote management of portable devices (Pocket PCs, PDAs, Laptops, Desktop PCs, etc) and the remote installation of software, patches and updates.

4.6 SECURITY

Security has become one of the main concerns in software development. PocketBiz utilizes the best up to date security and data protection techniques in order to ensure non-stop operation and eliminate the possibility of crucial data leaks. It is important to note that all security techniques applied are "transparent" (invisible to the end-user) and do not affect the user-friendly features of PocketBiz.

End-user security techniques (PocketBiz Client)

- The end-user can view only the business data that concern him directly and nothing more
- Ability to set access codes for both the application and the device
- Ability to activate the device only through fingerprint recognition

Server security techniques (PocketBiz Server)

- PocketBiz Server internet access is fully protected by Firewall
- PocketBiz Server communication with the company network can be restricted by creating a DMZ area

Communication Security techniques (PocketBiz Communication)

- PocketBiz communication via Internet/GPRS goes through 2 completely independent levels that increase security:
 - Windows Internet Information Services Authentication and
 - SQL Server Authentication

The first level is used to grant access to the Server and the second to the database.

In detail, the security techniques that are used in each level are:

Internet Information Services

- Authentication by the use of a simple strong password consisted of at least 20 characters. In this case base64 encryption that is incorporated in Windows is used
- 128 bit Secure Sockets layer (SSL) encryption. SSL Certificate must be provided. Considered to be the absolute security solution

SQL Server

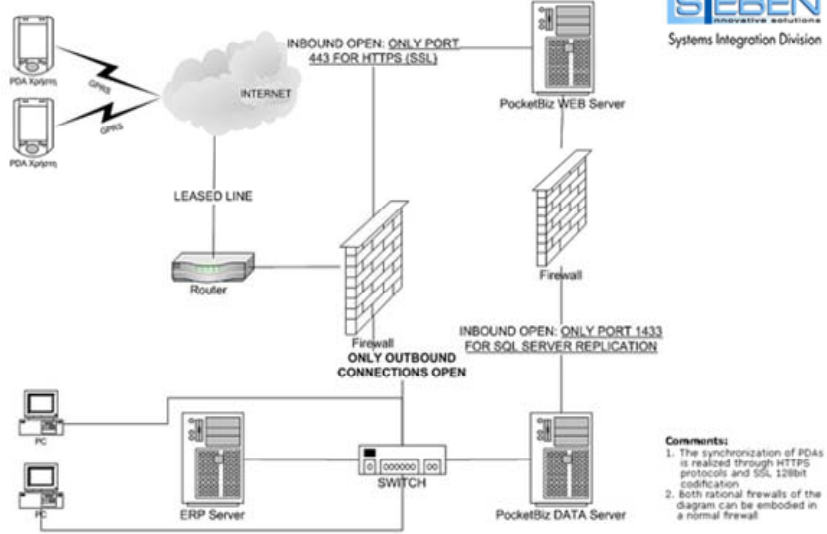
- Strong password, at least 20 characters, for access to the SQL Server
- All data exchanged during the SQL Server replication are encrypted

In case that SSL encryption is used it is applied above the inherent encryption of SQL Server that is described above. Consequently 2 data encryption levels are applied.

Finally it is important to note that the application can be fully adjusted to the security policies that the company already uses (VPN, Restricted RAS, WEP for WiFi etc).

A schematic representation of PocketBiz Security can be found in the following figure:

POCKETBIZ SECURITY



5. BUSINESS BENEFITS

SiEBEN's PocketBiz is the absolute solution in the field of mobile and wireless applications and offers a series of benefits and advantages for the companies that decide to incorporate it in their sales process. These benefits can be summarized in the following:

Direct update of the technical personnel: PocketBiz Field Service allows the person who is in charge to inform, in time, the technical personnel of the company for problems that have resulted to customers. If entered, detailed information also exists about the customer problem that has occurred and as well as other relative information that may concern the technician.

Improved customer relations: The services offered to your customers are improved since PocketBiz minimizes the required service time as well as the repairing time. Having access to customer information, technical personnel can allocate faster the problem that is faced thus, providing the best possible solution to the customer.

Improve Productivity: The technical department receives access to new and innovative tools. Delays are significantly eliminated and business processes are accelerated and fully automated. Noteworthy that for technicians the amount of time spent can also be decreased since it is not essential for them to return to the company central offices at the end of the working day. What's more, information about the services in customers' premises are easily and accurately recorded and more efficiently controlled.

Direct invoicing: Often the technicians use parts that have with them and they must follow a complex process so to provide customers with the invoices of used parts. With the use of PocketBiz the technician can immediately invoice the customer using a portable printer that has with him and which is connected to the application. The company is directly informed for the invoice.

Create task lists: The technician of your company can record the set tasks that need to be completed each time a visit is made at a customer. In the case that the problem has been resolved: information on what was the reason of the problem arising as well as which parts were used is entered. All of the entered data are dispatched and registered in the back office system of the company in order to create a complete and update list of tasks that have been completed. The particular lists helps the persons who are in charge to better cope with the problems that they face and thus find better ways to resolve them.

6. PRICING POLICY

Follows the pricing policy for the application:

1. Software licenses – Installation, Analysis, Customization & Training Services

| Description | Cost (€)/per user |
|--|-------------------|
| Software Licenses | |
| Field Service module License | 500 |
| Project Management module License | 500 |
| Money module License | 300 |
| Itinerary module License | 300 |
| PocketBiz Server (Field Service) | 3.000 |
| PocketBiz ERP Connectivity (unlimited users) | 3.000 |
| Installation, Analysis, Customization & Training Services | |
| PocketBiz Field Service Installation & Customization The first 50 man-hours spent by SIEBEN technicians at the customer premises are free of charge. The price refers to every extra man-hour required above 50. | 70 |
| PocketBiz Client Installation & Customization (setup cost for every portable device) | 100 |
| User training services (cost per man-hour) | 60 |
| Development of special requirements (Customs) (cost per man-day) | 300 |

The above prices do not include VAT

Notes

- In the cost of installation and customization services of PocketBiz Server, it is included a total of 50 man-hours by the technical personnel from our company for the installations of the Customer. The cost of each extra man-hour amounts to 70€.

- Training is performed in classes of 5 users. 5-10 man-hours are required for each class depending on the modules selected
- For the development of special requirements (customs) an offer form the Company to the Customer precedes.
- PocketBiz ERP Connectivity cost changes in case the Customer owns an ERP system, with which has not been developed the connection with PocketBiz Field Service.
- In case the Customer is located within a 50 km radius from the Company headquarters, the minimum charge for each employee is two (2) hours per call. For services beyond normal business hours an extra 50% is charged.
- In case the Customer is located outside a 50 km radius from the Company headquarters, the time required for the technicians to get to the Customer premises will also be charged. For services beyond normal business hours an extra 50% is charged. Accommodation and travel expenses are charged to the customer
- In case the Customer is located outside a 50 km radius from the Company headquarters they are charged with the costs of travel, accommodation and meal expenses of the SiEBEN personnel.

2. Support Services – New Versions (Annual release)

SiEBEN provides 2 different types of after-sales support contracts:

1. Annual Contract for Software Releases

According to this contract the customer receives all new software releases of the application. The duration of the contract is 1 year and the contract is valid from the date of purchase of every license. The cost of the annual release is 10% of the license price listed on the current pricelist regardless of any possible discounts offered at the time the licenses were purchased.

This contract is optional. In case the customer does not wish to sign this contract from the beginning and later decides he wants to, apart from the cost of the contract, the customer will also have to pay to SiEBEN the cost of the contracts of the previous years.

2. Annual Support Contract

With this contract unlimited telephone and remote support services are provided to all users of the application. The above services are offered on weekdays from 09:00 to 17:00. The cost of this contract does not cover the man-hours of

SiEBEN's technicians that may be required to visit the customer premises. This contract is optional. In case the customer wishes to sign an Annual Support Contract, an Annual Contract for Software Releases will also have to be in place. SiEBEN provides telephone and remote support services free of charge to all customers for the first 2 months after the installation is completed.

In the case that a customer does not wish to sign an Annual Support Contract then SiEBEN will offer support to him only through visits of SiEBEN's technicians at his premises.

| Description | Cost (€) |
|--|----------------------------------|
| Annual Contract for Software Releases (Includes all new PocketBiz Sales Software Releases) | 10% of the cost of the licenses |
| Annual Support Contract (Telephone and remote support is included – unlimited calls) | 300€ fixed charge + 30€ per user |
| Technical support man-hour for technicians visiting the customer premises (with Annual Support Contract) | 70 |
| Technical support man-hour for technicians visiting the customer premises (without Annual Support Contract) | 80 |

The above prices do not include VAT

Notes

- In case the Customer is located within a 50 km radius from the Company headquarters, the minimum charge for each employee is two (2) hours per call. For services beyond normal business hours an extra 50% is charged
- In case the Customer is located outside a 50 km radius from the Company headquarters, the time required for the technicians to get to the Customer premises will also be charged. For services beyond normal business hours an extra 50% is charged. Customer is charged with the costs of travel, accommodation and meal expenses of the SiEBEN personnel.
- Software development is performed only at SiEBEN's premises unless special circumstances demand a different approach
- Company technicians will not be available: During official holidays and weekends that follow official holidays, precede official holidays or include official holidays. Also, after 10:00pm on weekdays and after 7:00pm on weekends
- Charged by visit in case the needs of the company can be fulfilled only by SiEBEN's technician visit at the customer's premises. The cost per man-hour amounts to 80€ and to additional charges that are mentioned above are in effect.

For information

For more information concerning SiEBEN products and services, contact sales department by phone: +30 210 2725350 or e-mail: sales@sieben.gr. For more information through internet concerning SiEBEN products visit <http://www.sieben.gr/products> or www.pocketbiz.net