

•Stick to your commitments

•Ease customer appointment scheduling process

•Visualize real-time field force schedule execution

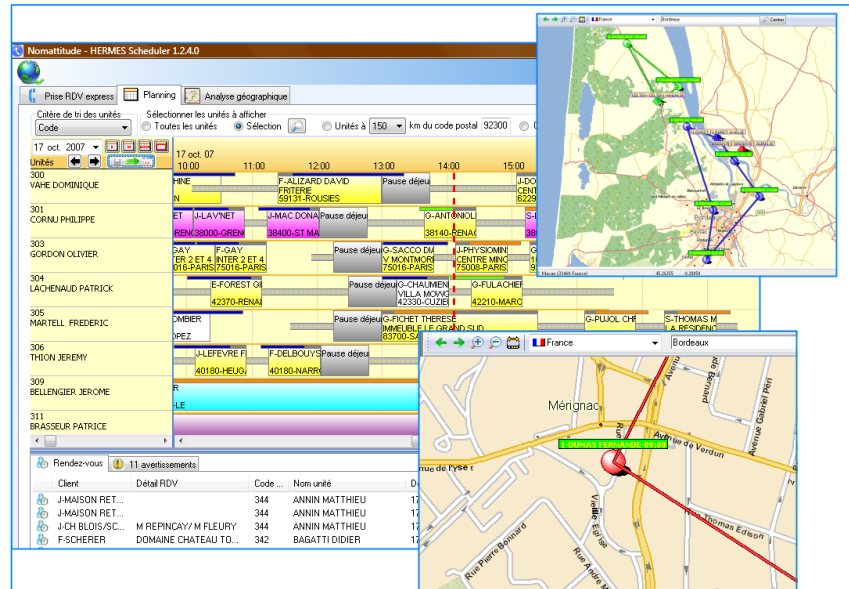
•Manage critical customers requests

•Assess the quality of field customer service

•Benefit from a fast and global ROI

Nomattitude provides innovative software solution to manage, distribute and report field force schedules, with matching location based services and scheduling technologies.

Hermès is an integrated and modular software suite, allowing to define optimally the schedules of your field force (technicians or sales). Matching your real world organization, Hermes also enable execution tracking real time through location based services.



Spectacular results : avoid unnecessary kilometers (field support services can save up to 10% in gasoline), reduce time consuming tasks (call center can speed up to 50% the average customer appointment scheduling phone call), while enhancing the quality of service. Nomattitude's solution is designed to increase productivity (typical ROI for a maid service company is as low as 3 months). Hermes provides a comprehensive solution to manage scheduling. Knowing real time where your field force employee is, you are able to take informed decision on who is available to meet your customer's demand.

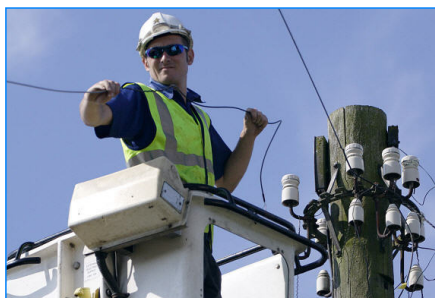
Plug and play and easy to use but also highly scalable, Hermes is as well suited for small businesses than it is for larger enterprises.

Sales



- Dynamic sequencing of appointments based on travel time calculation
- Management of commercial districts
- Connects with MS Exchange and Lotus Notes
- Sharing schedules over the Internet
- Including smart navigation technology (TomTom & Fleet Navigator)

Field maintenance and support



- Management of employees' working time
- Assigning appointments according to essential skills profile
- Real time management of spare parts stock
- Next appointment automatic rescheduling when delayed
- Including smart navigation technology (TomTom & Fleet Navigator)
- Integrated bidirectional text messaging system

House and maid services



- Appointment scheduling process customizable to business specific requirements
- Optimized accuracy of visit time slot
- Appointments sequencing based on travel time calculation
- Including smart navigation technology (TomTom & Fleet Navigator)
- SMS feedback system



HERMES

OPTIMIZE FIELD FORCE SCHEDULING

Available as a service (ASP) or as a standalone platform, Nomattitude's solution includes up to four functionality modules, allowing full personalization of HERMES to your specific needs.

HERMES Data Manager

Manage availability and profile of your field force

HERMES Data Manager module provides a unified view of all HR and business specific data, allowing to quickly identify the next available field force resource to handle your customer's request. Data Manager can connect easily with any business information system through XML.

HERMES Scheduler

Simplify and schedule qualified appointments

With HERMES Scheduler, the field force worker or a remote call center are entitled to manage more effectively scheduling appointment. The user friendly interface simplify the scheduling appointment process, which allows to collect all technical or sales information required for a successful customer meeting.

HERMES Pocket

Stay in touch with your field force at any time

HERMES Pocket integrates a simple and efficient communication solution to exchange information between field force and a dispatching site. The solution allows to send real time scheduling update to field force, which receive valuable GPS based tracking information. Hermes Pocket is compatible with most of PDA and mobile phones on the market and uses generally available communication protocols (3G, SMS, Tetrapol).

HERMES Tracking

Visualize field force operations in real time

HERMES Tracking is a genuine decision-making tool which provides real time and historical information. The unified graphic interface provides a global view of both scheduling and location data, allowing to assess instantaneously the execution of any kind of field operations (travel times, time spent at customer's location, delays, etc...).

Because each company has different goals and design its own processes, Nomattitude provides consulting services to adapt seamlessly the HERMES solution to your real world operations. Prior to HERMES deployment, Nomattitude performs a comprehensive analysis of HR management policies and scheduling practices. This analysis allows to define accurately the scheduling needs and the specific processes to implement.

