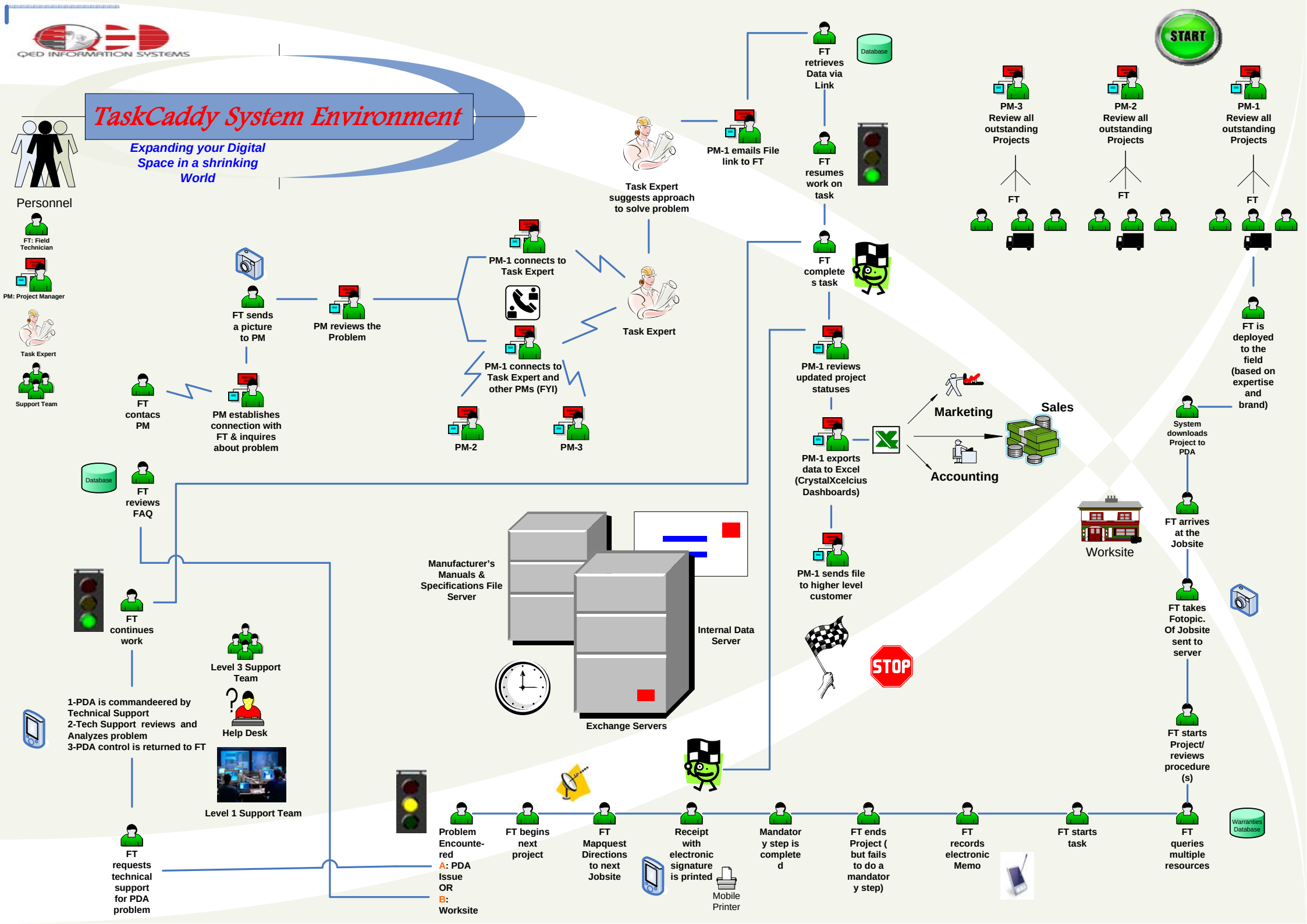
QED INFORMATION SYSTEMS
TaskCaddy System Environment
Expanding your Digital Space in a shrinking World
Personnel
FT: Field Technician
PM: Project Manager
Task Expert
Support Team
START
PM-3 Review all outstanding Projects
PM-2 Review all outstanding Projects
PM-1 Review all outstanding Projects
FT
FT
FT
FT retrieves Data via Link
Database
PM-1 emails File link to FT
FT resumes work on task
Task Expert suggests approach to solve problem
FT complete s task
PM-1 connects to Task Expert
PM-1 connects to Task Expert and other PMs (FYI)
Task Expert
PM-2
PM-3
FT sends a picture to PM
PM reviews the Problem
FT contacs PM
PM establishes connection with FT & inquires about problem
PM-1 reviews updated project statuses
PM-1 exports data to Excel (CrystalXcelcius Dashboards)
Marketing
Sales
Accounting
PM-1 sends file to higher level customer
FT is deployed to the field (based on expertise and brand)
System downloads Project to PDA
FT arrives at the Jobsite
Worksite
FT takes Fotopic. Of Jobsite sent to server
FT starts Project/ reviews procedure (s)
FT queries multiple resources
Warranties Database
FT starts task
FT records electronic Memo
FT ends Project (but fails to do a mandator y step)
Mandator y step is complete d
Receipt with electronic signature is printed
Mobile Printer
FT begins next project
FT Mapquest Directions to next Jobsite
Problem Encounte- red
A: PDA Issue
OR
B: Worksite
FT requests technical support for PDA problem
1-PDA is commandeered by Technical Support
2-Tech Support reviews and Analyzes problem
3-PDA control is returned to FT
FT continues work
FT reviews FAQ
Database
Level 3 Support Team
Help Desk
Level 1 Support Team
Manufacturer's Manuals & Specifications File Server
Internal Data Server
Exchange Servers
STOP