

# SmartTech Service System

The Ingersoll-Rand *SmartTech* system includes a centralized data warehouse and a hand-held, wireless computer used by our service technicians. The hand held unit allows them to stay in continuous contact with dispatchers, manage work orders, access our data warehouse of service histories, enter detailed information about the job site, record electronic signatures for job sign-off, and more.

## Fast Response

With *SmartTech*, our dispatchers can communicate with technicians in real time to help us address your emergencies as rapidly as possible. In some instances, *SmartTech* can dispatch technicians automatically. The system also tracks response times to help us monitor and improve our effectiveness.

## Better Problem Resolution

*SmartTech* helps us ensure that we have the **right technician, right place, right time** with the **right tools**. Through remote access to service histories, the technician can pre-diagnose problems to be better prepared with correct parts and shorten the time needed to job completion. This reduces equipment downtime which, in turn, helps reduce the impact an equipment failure may have on your business.

## Rapid Parts Availability

As part of the *SmartTech* system, we maintain an automated inventory of parts so we can quickly identify, locate and deliver any parts you may need. Again, the goal is quick response, minimum downtime and minimal impact on your business.

