

System uses Palm Pilot to simplify record keeping

Innovative software organizes sales of water, routes

PORT WASHINGTON, N.Y. — Prism Visual Software Inc. has developed vertical software products for the water treatment industry since 1997. Prism's president and owner, Lorraine Keating, explains that her company, located in Port Washington/NY, began targeting this industry when the company attracted increasing numbers of water treatment customers.

"Our clients taught us the ins and outs of the water treatment industry," said Keating. "Throughout the years, I have listened well to numerous service companies so that our software reflects their innovative ideas and suggestions."

Prism's extensive experience shows in its line of products. Combining desktop and wireless technology, Prism's products ServQuest, ServMeter, MiniMate for Service, and Point of Sale organize any service company, small or large, in the office and on the road.

So what makes Prism's software solutions so right for water treatment companies? As anybody in the industry knows, the operations of such companies are quite diverse themselves. All of them service water treatment equipment, but some of them also sell salt or even bottled water. Others include meter-reading services, and still others sell goods in their stores with an over-the-counter cash register.

Accordingly, any software solution has to offer flexible, diverse, and comprehensive features to accommodate the wide range of services offered. Keating says Prism's software does exactly that. To begin with, ServQuest software organizes daily and long-term operations in the office of any water treatment company. ServQuest generates work orders, dispatches technicians, tracks service histories, and invoices customers with an integrated accounting system.

ServQuest's strength comes into full blossom with Prism's PDA software MiniMate for Service and Prism's cell phone software ServMeter. By adding these software products, ServQuest turns into a comprehensive software solution that organizes every facet of a company's routing and office operations.

For instance, equipped with cell phones and PDAs that are loaded with Prism's ServMeter, technicians capture the meter readings on the street and transmit the data wirelessly to the office's desktop for invoicing. The office workers do not

wait to the end of the day to continue processing the information in the integrated accounting system. They get the data from the technicians throughout the day. The wireless process saves not only considerable amounts of time for technicians and office workers, but also prevents errors and eliminates entering the data manually from hand-written notes of the technicians from the previous day.

The cell phone and PDA software also enables office workers to notify technicians of any changes in their work schedule so that customers receive immediate and optimized service at any time during the work day. The software MiniMate for Service and ServMeter also enable technicians to close their work order from the field. In other words, Prism's integrated PDA and cell phone solu-

tions make for a smooth servicing process devoid of mistakes and delays.

Prism's software has attracted the attention of companies looking for efficient and economical ways of organizing daily business routine. Kinetico Incorporated, a manufacturer of water treatment systems in Newbury, Ohio, is one of them. At Kinetico's company-owned retail stores, service technicians install and service equipment.

The company was looking for a comprehensive software solution that would eliminate the manual paper trail associated with installation and service transactions. They also wanted to put customer histories in electronic format.

As a result of the company's forward-looking vision, Kinetico's management staff understood that only a sophisticated and technologically advanced software package was right for them. Office personnel needed an integrated software package that would seamlessly integrate service transactions into an accounting system along with the ability to maintain and track customer history and equipment history. A user-friendly "point and click" interface was also important to the office personnel.

"Once we decided to look closer at Prism's software, we made sure that we had what we wanted," explains Ned Sherry, Director/Information Systems of Kinetico Incorporated. "We wanted to be certain our requirements matched with their software solution. We checked their references, and they received glowing reviews. Once we selected Prism as our stra-

tegic vendor, we worked with them to put a detailed implementation plan in place which included a professional and thorough training plan.

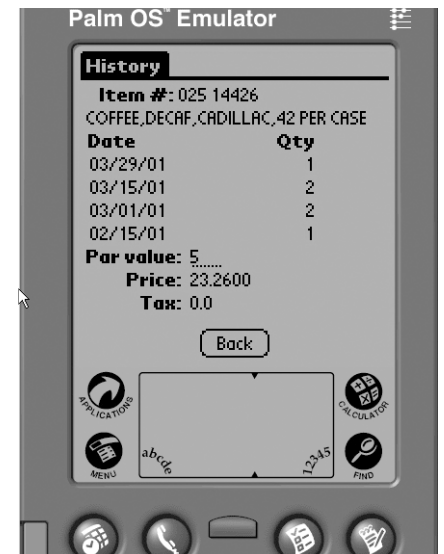
"We went through some changes in getting a new solution in place," says Sherry. "We continue to improve our business process to take full advantage of the features and functionality that the system offers. As a result of this project, we now have in place a standard, integrated software solution used by all of our stores. We are confident the software will allow us to grow and change according to the requirements of our business."

Companies such as Kinetico's do not only benefit from dynamic routing features, they also find an integration with a GIS mapping program appealing. Before work orders are assigned to technicians, the GIS program arranges for the best route of the day. ServQuest picks up the routed orders and displays them on ServQuest's electronic dispatching board where technicians only need to follow the instructions.

The electronic dispatching board allows the route manager who remains in the office to visually keep track of technicians and their tasks, to rearrange assignments with a mouse click, or to drag and color-code individual assignments for quicker identification on the screen. The orders assigned to technicians appear simultaneously in the browser-based devices carried by the field technicians. Such devices include palm pilots, cell phones, and laptops.

Technicians are so enabled to au-

tomatically close service orders on the office desktop, and to generate invoices in the integrated accounts receivable module that receives the data wirelessly from the technicians who are still on the road. The process gives service technicians full responsibility for the execution and completion of each work assignment from beginning to end. Staff of the accounting department are only required to monitor and to review the invoices generated from the field, and are so freed to concentrate fully on the cor-



rect billing and collecting processes.

For more information on Prism Visual Software and its uses in the water industry, please contact Lynn Keating at 576-944-5920, email info@prismvs.com, or visit the company website at www.prismvs.com.

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