

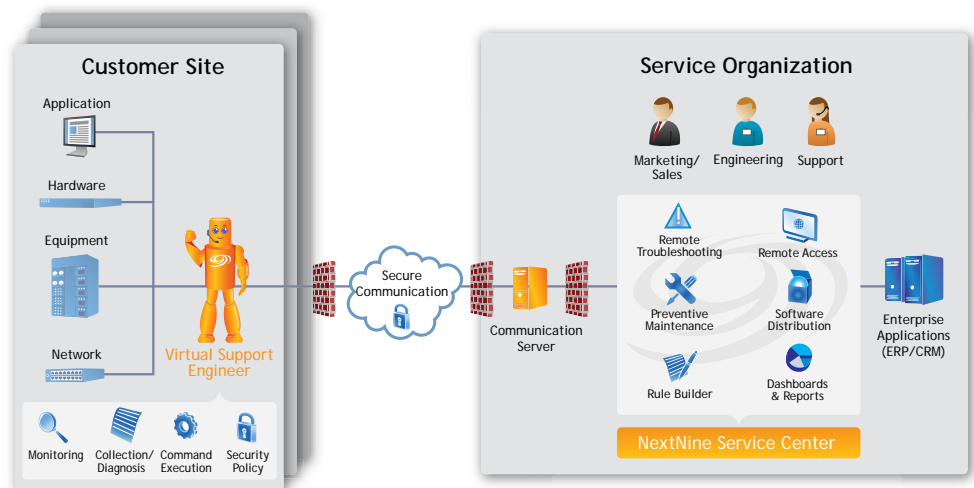
NextNine Service Automation

Highlights

- > Remotely monitor your products at the customer site to proactively discover problems
- > Resolve problems faster using automated diagnostics
- > Conduct maintenance based on actual product usage
- > Automate software distribution
- > Reduce service costs and minimize field visits
- > Create new premium service offerings
- > Maximize uptime and drive optimal asset performance

Remote service and support has rapidly become a necessity for product manufacturers. In a world of decreased product margins, increased complexity, and an unrelenting demand for reliability from customers, remote product service (RPS) is paramount for reducing service costs, maintaining customer satisfaction and generating premium service offerings. It therefore comes as little surprise that a growing number of savvy product manufacturers across several industries rely on remote service for competitive differentiation and a meaningful impact on the bottom line.

NextNine Service Automation is a software platform that allows technology vendors to remotely service their products and deliver innovative offerings to their customers. NextNine's patented Virtual Support Engineer™ continuously monitors your systems at each customer site and securely communicates with your service organization. It enhances and automates your service workflows including: problem discovery, diagnosis and resolution, product maintenance and configuration, inventory management and consumables supply.



"By incorporating NextNine's innovative technology, we have ensured that our customers will continue to receive the highest-possible level of service."

Ray Rouleau - VP of Operations, GE Healthcare

"The ease of use and flexibility of NextNine Service Automation allows us to configure it infinitely by writing our own rules, to monitor our own devices, servers and other equipment, and continuously make it useful to us."

Lindsay Smith - Services Marketing Director, Motorola

Key Features and Benefits

Proactive Problem Discovery	Continuously monitor your products at the customer site and receive proactive fault notifications.
Automated Diagnostics	Get pre-analyzed log files, configuration and performance data in minutes. View trends and analysis to further expedite diagnosis.
Remote Access	Securely access desktops, terminals or browsers of supported systems.
Software Distribution	Automate deployment and execution of software updates and patches.
Preventive Maintenance	Conduct automated preventive and pre-emptive maintenance routines based on actual product usage.
Corrective Actions	Automate routines for correcting known issues.
Enterprise Integration	Integrate remote service with back-office applications such as CRM and ERP to automate and enhance existing business processes such as trouble ticket creation, field dispatch and pay-per-use billing.
Customer Self-Service	Optionally engage your customers by sending fault notifications to local network monitoring systems.
Dashboards and Reports	Gain insight on how customers are using your product and what issues they are encountering and turn it into revenue-generating activities such as new services and product enhancements.

Technology

Unparalleled Flexibility	Service your systems using a variety of standard and proprietary protocols and multiple data collection models. Several built-in modules are included and you have endless flexibility to create your own applications and use cases.
Agent-less Architecture	A single Virtual Support Engineer instance can monitor and support your entire system at each customer location. No changes to your product are required and deployment and updates are effortless.
Security	Built-in security for data communication, authentication, authorization and auditing ensures end-customer adoption.
Multiple Connectivity Modes	Communication architecture supports intermittent and ad-hoc connectivity, and even includes support for fully disconnected mode.
Intuitive and Flexible Rule Engine	Develop custom rules to service your products in hours, not weeks or months!
Scalability and High-Availability	Support installations consisting of thousands of supported systems and millions of transactions on a field-tested, enterprise-grade platform.

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