Honeywell | Gamewell FCI | Software Services

Service Manager

eVance® Series

About eVance® Services

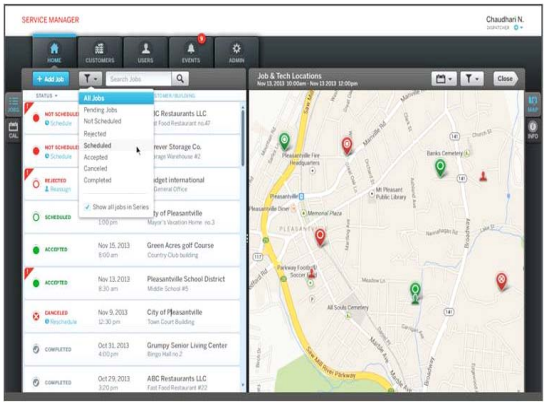
eVance Services is a Cloud-based suite of solutions that streamlines and improves test, inspection and service management operations. eVance Services provides a desktop administrative portal for customer account setup; on-boarding and assignment of technicians; set-up and data import of buildings, fire panels, devices, and related equipment information; as well as tracking and display of event alerts for connected devices. Technicians utilize Inspection Manager and Service Manager on mobile devices in the field for building inspection and service management. These applications can be licensed separately or together.

eVance Service Manager®

eVance™ Service Manager is a mobile Service application paired with the central web-based portal that makes dispatching, team communications, and service follow-up more efficient. The office manager/administrator has access to:

- Customer information
- Scheduling for service and inspection
- Details on fire detection, suppression, and related systems
- Diagnostic reports generated by field service and inspection
- Event and service history
- Device and event alerts*
- Job tracking displayed in real-time for systems and devices connected to the central website
- eVance Inspection Manager content (license required) for detailed, holistic view of all inspected systems and devices

*Displayed in real-time for systems and devices connected to the central website.



Service Manager

FEATURES & BENEFITS

Improves Service, Management & Quality

- Keep track of annual inspection due dates for all fire systems managed by the ESD
- Offer additional value to facility owners and managers by granting 24/7 access to their inspection reports, service histories and scheduled maintenance work
- Be proactive by receiving automatic alerts and notifications via Service Manager from the fire systems connected to the eVance central data center
- The customer's equipment, service history and diagnostic information is available in real time, allowing for pre-call planning
- Promotes more effective communication between technicians and central office
- Schedule and assign jobs to team members
- View alerts from connected systems and devices
- Import addressable device databases to speed new customer/building setup
- Customer job site and technician locations are mapped, enabling faster, more efficient service scheduling to automated alerts
- Significantly increase first-time fix rates and potentially eliminate service calls by enabling remote problem solving

Mobile Technician Application

- Technicians can view assigned installations, inspections, service calls, and site histories using either iOS or Android mobile devices
- Calendars are automatically updated real-time with maps showing customer locations
- Service activities can be recorded in the field within the app to reduce paperwork and maintain more accurate and timely record-keeping within the central system
- Service orders can be created as needed while on customer premises, saved within Service Manager, and emailed to the client and ESD
- Communicate with the dispatcher through the mobile app via messaging, emails and click to call

Administration System Requirements

- Software is designed to run on a desktop or laptop computer using Google Chrome (preferred browser for best performance), Firefox or Internet Explorer (version 10.0 or higher)
- Monitor screen resolution recommended setting is 1680 x 1050, with a minimum resolution of 1280 x 1024
- Mobile Software is best viewed on:
  - iPhone® 5/5S, 6/6 Plus, 7/7Plus, iPad Mini®, iPad Touch® iOS 7 or later
  - Android® KitKat OS 4.4 or later
- All personal computer and mobile devices are provided by the customer

Data Ownership and Privacy

Company and customer data is of utmost importance to Honeywell. Our subscription and privacy agreement is in place to protect your business. View the subscription and privacy agreement online at: http://evanceservices.honeywell.com/Pages/agreement.aspx

Software Licensing

eVance Service Manager software is purchased as an annual license. As part of the eVance Services offering, the Service Manager software may be bundled with the Inspection Manager software. Administrators and end-customers with access to their reports do not require a license.

Software License Upgrades

License upgrades can be purchased to add additional licenses or to add Service Manager. Upgrade orders should be placed within 9 months after the yearly license period has started.

Ordering Information

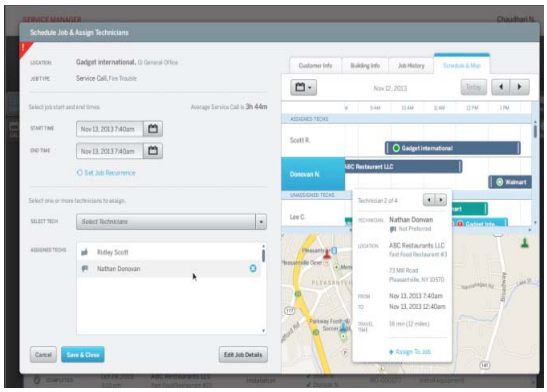
Gamewell-FCI Software Services Ordered

The Service Manager may be purchased in individual licenses or purchased as a pack of licenses. For example, a 10 user license provides up to 10 concurrent users with access to the software.

SERVICE1: Gamewell-FCI Service Manager, 1 user.
SERVICE5: Gamewell-FCI Service Manager, 5 users.
SERVICE10: Gamewell-FCI Service Manager, 10 users.
SERVICE15: Gamewell-FCI Service Manager, 15 users.
SERVICE20: Gamewell-FCI Service Manager, 20 users.
SERVICE30: Gamewell-FCI Service Manager, 30 users.
EVANCETRIAL5SM: Trial for Service Manager Only (5 licenses).
EVANCETRIALIMSM: Trial for Service Manager (5 licenses) and Inspection Manager (5 licenses).
INSPECT1: Gamewell-FCI Inspection Manager, 5 users.
INSPECT5: Gamewell-FCI Inspection Manager, 10 users.
INSPECT10: Gamewell-FCI Inspection Manager, 15 users.
INSPECT15: Gamewell-FCI Inspection Manager, 20 users.
INSPECT20: Gamewell-FCI Inspection Manager, 20 users.
INSPECT30: Gamewell-FCI Inspection Manager, 30 users.

To order, please contact your Customer Service Representative (CSR). For upgrades, the CSR will be able to provide information as to how your yearly software license start and completion date may be impacted.

Available in Google play store and in Apple app store:



Service Manager

Service Manager Technical Specifications

SYSTEM

Software: Use Google Chrome (preferred browser for best performance), Firefox or Internet Explorer (version 10.0 or higher)
Mobile Software is best viewed on: iPhone® 5/5S, 6/6 Plus, 7/7Plus, iPad Mini®, iPad Touch® iOS 7 or later
Android®: KitKat OS 4.4 or later

STANDARDS

The Service Manager, Secure/Hosted Data Center is located in the United States and is compliant with the following standards:

SSAE 16 and ISAE 3402 Audit Standards: Formerly SAS 70

The SOC 3 SysTrust® for Service Organizations Seal of Assurance

For a complete listing of all compliance approvals and certifications, please visit: http://www.gamewell-fci.com/en-US/documentation/Pages/Listings.aspx

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FireFox® is a registered trademark of Mozilla Inc.

iiPhone® and Safari® are registered trademarks of Apple Inc.

This document is not intended to be used for installation purposes. We try to keep our product information up-to-date and accurate. We cannot cover all specific applications or anticipate all requirements. All specifications are subject to change without notice.

For more information
Learn more about Gamewell-FCI's Service Manager and other products available by visiting www.Gamewell-FCI.com

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