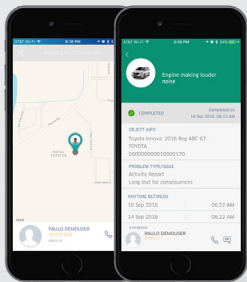


Data Sheet: Kony Field Service Solution



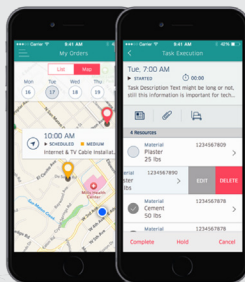
The future of service is in the field and success is driven by delighting customers with an outstanding experience. Let us show you how Kony can help you transform the customer experience while increasing profitability and reducing costs. Kony Field Service Solution includes everything you need to provide a differentiated “mobile first” experience to better service your customers and gain a competitive advantage.

Kony Field Service Solution consists of four apps specially designed by role in the different business processes and optimized for a unique “mobile first” experience.



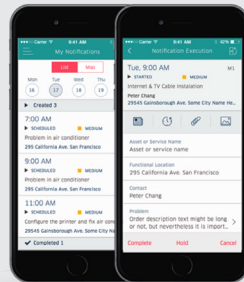
MyService

Empower end-customers to have a completely new experience with the service organization



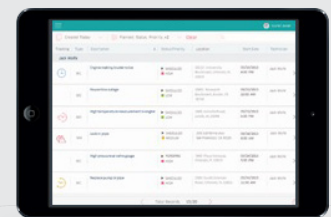
Order Execution

Enables technicians in the field to execute orders, tasks, resources and much more



Notification Manager

Capture and manage service notifications from multiple sources including IoT



Plan and Track

Schedule work, allocate resources and track progress from anywhere

Five key things that will transform your Field Service organization



Design a “Mobile First” experience for technicians, planners, and customers

- Easy to use, omnichannel user experience on the latest devices
- Incorporate wearables (watches) and IoT technologies for proactive notifications



Real-time, Up-to-date, Accurate Information to the Field

- Connectable to virtually any back-end system on the market with the power of the Kony Platform
- Certified plug-and-play direct integration with SAP Business Suite®



Optimize Entire Business Process

- Unique solution to combine ready-to-run apps with the power of a leading platform
- Maximize efficiency processing with an integrated suite built on a single platform



Increased Agility to Quickly React to Changes in the Marketplace

- Customer requirements, competitive advantages and field productivity enhancements
- Easily extensible to meet unique business requirements



Connect Directly with Customers

- Include customers in the process with their own MyService app (B2C)
- Provide an exceptional customer experience aligned with operational cost reductions

Data Sheet: Kony Field Service Solution



MyService

- Customers can create and manage their own service requests
- Follow service status from anywhere
- Real-time tracking of technician location and accurate ETA
- Manage and update products and personal profile



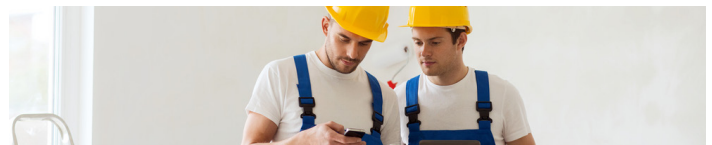
Order Execution

- Locate orders and trace routes using maps and geolocation
- Manage resource inventory and task allocation
- Check history, create notes, and capture photos
- Update back-end system in real-time



Notification Manager

- Manage and capture new service notifications
- Accept or reject service notifications and order conversion
- Integrates IoT sensors & MyService app to the business process



Plan and Track

- Assign orders using a mobile first experience
- Track service progress and technician location in real-time
- Integrate natively with maps and geolocation

Powered by the Kony Mobility Platform

Mobile Apps



Kony Retail Banking



Kony Field Service



Kony Employee Self Service



Kony Pipeline Manager



Kony Corporate Connect



Kony Corporate Events



Kony CPG Field Sales



Kony Custom Apps

Kony Model-driven Reference Architecture

Mobile Front-end Tools

3rd Party and Native SDK's



Omni-channel Framework & Tools

Kony Visualizer

Native Apple Windows JS Cordova Hybrid HTML5 HTML4 CSS3 JS JPA Web

Kony MobileFabric – Mobile Middleware Services

Open SDKs | Object Services | Backend Services | Integration | API Management | Security | Management | Analytics

On-premise | Private cloud | Public cloud

Kony is the fastest-growing, cloud-based enterprise mobility solutions company and an industry leader among mobile application development platform (MADP) providers. Kony empowers today's leading organizations to compete in mobile time by rapidly delivering multi-edge mobile apps across the broadest array of devices and systems, today and in the future. Kony offers ready-to-run business mobile apps to help organizations better engage with customers and partners, as well as increase employee productivity through mobile device access to company systems and information. Powered by Kony's industry-leading Mobility Platform, enterprises can design, build, configure, and manage mobile apps across the entire software development lifecycle, and get to market faster with a lower total cost of ownership.

For more information, please visit www.kony.com. Connect with Kony on Twitter, Facebook, and LinkedIn.

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