

Telepathy

Mobile Data



*Communicating almost as if
you are there; a mystical
understanding; immediate
knowledge ...*

pegasus
OPERA II

*Client
Systems*

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Traditionally there have been accounting systems which are just that; they are first and foremost for accounting purposes and do not relate to or integrate with other areas of the business.

All organisations have their “touch points” where customers, prospects, suppliers and others encounter the organisation’s staff or presence, and our software range - Sales & Marketing, CRM and Service Management - supports these areas, helping to provide ready answers and information at the right time, every time, under the Touchpoint name.

It does this by integrating the “front end” ie our Overture Sales & Marketing/CRM software with the accounting software, Pegasus Opera II, and with the post sales function of Service Management provided through our Empathy package. One integrated, modular, business system.

Telepathy is the module which provides a mobile data solution for Pegasus Opera II users, and helps to integrate personnel who are in the field (engineers or sales staff, for example) with their Touchpoint office system.

The system operates on the “always on” basis ie it is a push system; the communications network stores messages should the field device be unavailable eg is switched off or is out of cover, delivering the messages when the device becomes available.

Similarly, data can be entered to the device even if it is out of cover; the data will be transmitted once cover is established. The system is based on GPRS with automatic GSM fallback, and operates over the main cellular networks from O₂, Orange, T Mobile and Vodafone.

As an example of how the mobile facilities integrate into the office systems, in the case of our Empathy Service Management system calls are transmitted to field engineers, and call acknowledgements, ETA’s, arrivals and completions are transmitted back to Empathy along with parts used, time spent and miles travelled, as required. Our standard template forms on the hand-held devices can be tailored simply to suit, and a version of this software can be installed on lap top computers.

The whole communications network is provided through Cognito Limited, a well-established national provider of mobile data communications solutions, and includes voice as well as data management.

Working in time ...