



Drive Digital Transformation Across the Enterprise with **Alliance Enterprise**



THE BROADEST AND DEEPEST FIELD SERVICE MANAGEMENT AND MOBILITY PLATFORM

Digital transformation is no longer a buzz word. It is a reality for today's leading service organizations. Innovate, collaborate, inform and demonstrate value during every interaction. Seamlessly leverage multiple communication channels to drive differentiation. Connect technology with smart devices to create a smart workforce and focus every action on increasing profit and improving the customer experience.

Meet the **Newest Version of Astea Alliance.**

Trusted by the world's best service-driven companies and widely recognized as the most capable and configurable field service management platform, Astea Alliance™ Enterprise™ was designed to help you outpace the competition, win the global talent war, effortlessly leverage third party and contingent workers, and deliver actionable business intelligence to every stakeholder in your service ecosystem.



The Smartest, Most Connected Full Service Lifecycle Platform

Alliance Enterprise is the industry's most comprehensive platform, empowering your business to address the complete service lifecycle from lead generation and project quotation to service and billing through asset retirement.

Connect people, parts and processes with smart devices to create a smart workforce that spans your entire organization—focusing every action on driving revenue, increasing profit and improving the customer experience.

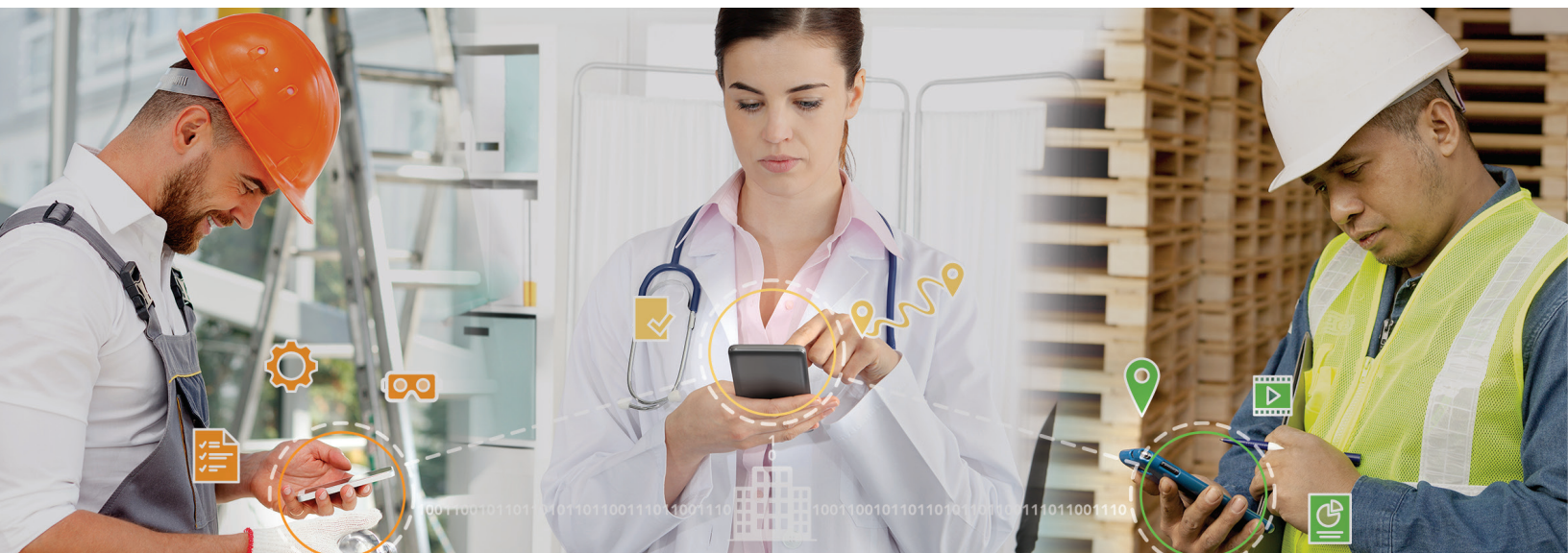
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Supercharged Scheduling that **Puts all the Right People and Parts** In the Right Place at the Right Time

Meeting SLA's while balancing profitability and customer expectations requires one of the most robust scheduling and dispatch engines in the industry—one capable of mirroring the nuances of your business logic and merging the service capabilities of W2 technicians, third party vendors and contingent worker portals all in one industry-leading platform.

Enable *Just-in-Time Service™* and Alliance Enterprise will factor in delivery of all necessary parts to ensure the technician arrives as soon as possible—but not before everything required for the job is on-site. Allow customers to schedule appointments via the Alliance Customer Portal and it will factor that in as well. Would you like to schedule service activities around the personal time off that technicians enter via Alliance Mobile Edge—the technician's mobile app—or Microsoft Outlook? No problem. Alliance Enterprise scheduling isn't just designed to be one of the most mathematically intelligent engines in the industry, it is also designed to create schedules that incorporate the real-world situations your technicians and customers encounter day in and day out.



Sleek, Web-Inspired Interface Designed to Improve Usability

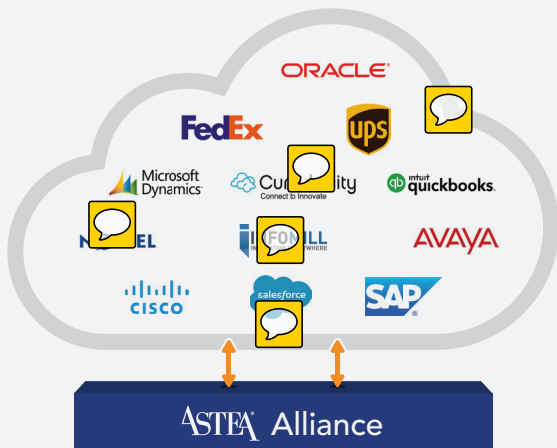
Alliance Enterprise sports a brand new clean and simplistic User Interface throughout the entire suite.

Highly configurable to create unique views that allow users to streamline their workflow and focus attention on only the information they need to do their job.



Higher user satisfaction drives better adoption and engagement and ultimately a better customer experience.

Powerful Integration Capabilities that Make Connecting Critical Systems Easy



Digital transformation is not possible without seamless integration.

Alliance Enterprise easily connects to your critical systems and apps to share information and boost efficiency. Alliance Enterprise offers out-of-the-box connectors to a wide range of common Financial, ERP, CRM and Logistical applications, and even offers a standard interface for other platforms such as IoT, Augmented Reality, Knowledge Management, and contingent worker portals. Take advantage of our easy import/export functions and our API gallery where you can search for example APIs and even save your own. Want to make a change? Use the drag and drop functionality of the work flow editor to make the update.

Information for All—Drives Continuous Process Improvement with Embedded Business Intelligence

Only a handful of service organizations are converting data quickly enough to leverage it for performance improvements within the operation. To have a real impact, your business intelligence (BI) needs to be integrated and analyzed in real-time so people across your company can take immediate action. That is exactly what Alliance Enterprise delivers.

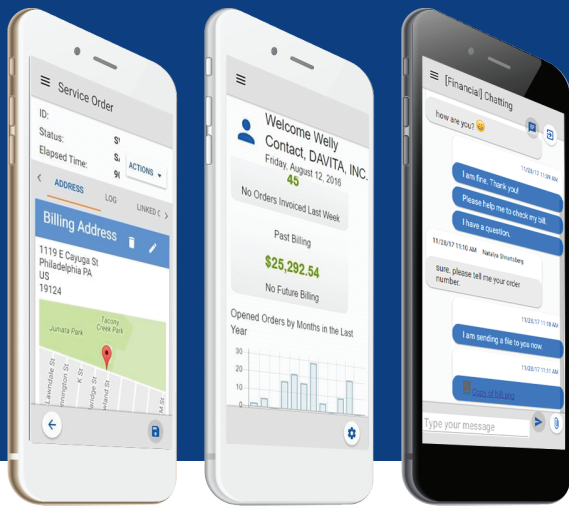
Alliance Enterprise's embedded BI and reporting modules offer a wide variety of ways to harness, interpret and share critical information with any user in your service ecosystem. Empower each major functional user—Executive Management, Operations and Technicians—to understand and improve upon their KPIs.



Give Customers and Partners What They Want—**Greater Control and Visibility**

All your stakeholders are empowered consumers of your technology solutions. They demand instant access to critical information. They expect the ability to engage in the service process from wherever they are. And they need transparent, 360-degree visibility into their relationship with your organization.

Alliance Enterprise offers an easy-to-use Customer Portal and Mobile App providing clients with the self-service capabilities they crave, including the ability to book service appointments and chat in real-time with a customer service agent.

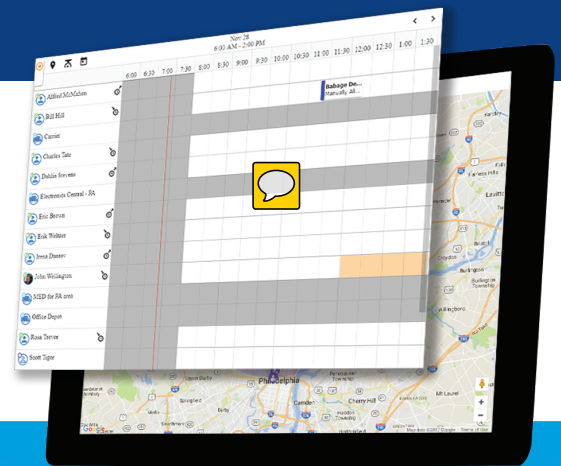


As third-party vendors become even more critical to your ability to compete and grow, they too require more robust tools and information to execute as better strategic partners. The Alliance Partner Portal gives them what they need, including the ability to create and modify sales orders, book appointments, and order spare parts and consumables. They even have valuable BI reports such as the new Preventative Maintenance dashboard that offers easy, graphical monitoring of SLA compliance.

Like everything in the Alliance Enterprise platform, the Alliance Partner Portal offers unmatched configurability. Use different logos and titles; edit fields, labels and columns; and create and edit new reports for each partner for a personalized experience.

Mobility Designed for **Managers in the Field**

Our brand new Mobile Manager Workbench empowers managers to perform critical functions and gain valuable insight into their service team's performance right on their mobile device. They can quickly and easily assign calls to idle field techs or rearrange current workload with simple drag-and-drop. Managers can also view and approve items on-the-go including Time Sheets, Expense Reports, Purchase Requisitions and Field Quotations.



With the Mobile BI reports, managers get vital information on their service team's performance such as SLA Hit Rates, Cost per Call, and much more right at their fingertips.



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