

Technology: FFA Software

FFA Comparison Chart

Here's a look at the functionality offered by today's leading vendors.

COMPANY	GENERAL CALL HANDLING				LOGISTICS MANAGEMENT										ADDITIONAL FUNCTIONALITY				QUESTIONS									
	Call opening	Call diagnostics and help desk support	Optimized technician assignment (based on skillset, experience, etc.)	Optimized call scheduling (based on time, locations, etc.)	Call tracking	Call closeout	Inventory status, control and tracking	Ordering	Planning and forecasting	Advanced forecasting at multiple levels with "what if" features	Depot scheduling and repair	Full closed-loop tracking and control down to truck and site stock, including reverse logistics	Contract management	Configuration control	Financial, accounting and cost allocation	Web access	Sales support/referrals	Optimized wireless data transfer	GPS location technology	Automated vehicle locating	Remote diagnostics/knowledge management	Warranty management	Asset management	Business analytics	What are your top markets in each category? (See KEY)	What operating systems does your company's software support?	Is your company's software Web-based?	Do you offer a Web-based version of your software?
ALIGO www.aligo.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	1, 3, 28	Windows, Palm, Linux	Y	Y	N
ASTEIA www.asteia.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	3, 6, 11, 16	Windows, Apache, Unix	Y	Y	Y
CLICKSOFTWARE www.clicksoftware.com		X	X	X	X			X	X	X							X			X			X	1, 3, 16	Windows 2000, XP, SQL	Y	Y	Y
CORRIGO www.corrigo.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	4, 12, 13	Windows 2000	Y	Y	Y
EVERYPATH www.everypath.com	X	X	X	X	X	X	X	X		X				X	X	X	X			X	X	X	X	2, 6, 21, 22	Palm, RIM Windows	N	N	Y
FIELDCENTRIX www.fieldcentrix.com	X	X	X	X	X	X							X				X			X		X	X	8, 11, 28, 30	Windows, Pocket PC, HPC	Y	Y	N
FIELDPOWER www.fieldpower.com	X		X	X	X	X									X	X						X	X	1, 3, 28	Windows 2000	Y	Y	Y
GLOBERANGER www.globeranger.com					X	X	X				X		X			X	X			X	X	X	X	31	Windows NT, Oracle, SQL	Y	Y	Y
INTERMEC www.intermec.com	X			X	X	X	X	X		X	X	X		X	X	X				X	X			17, 18	Pocket PC	Y	Y	Y
ITRON www.itron.com	X	X	X	X	X	X													X	X	X			1	Windows 98, 2000, XP, CE	Y	N	Y
J.D. EDWARDS www.jdedwards.com	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X				X	X	X	X	11, 32	Windows NT, Unix, iSeries	Y	Y	Y
MDSI www.mdsi-advantex.com	X		X	X	X	X	X	X	X				X	X	X	X	X			X	X	X	X	1, 3, 26	Windows, Unix	Y	Y	N
METRIX www.metrix.com	X	X	X		X	X	X			X	X	X	X	X	X					X	X	X		9, 11, 28	Windows, Unix	Y	Y	Y
NEXTERNA www.nexterna.com	X	X	X	X	X	X	X	X		X	X	X		X	X	X				X	X	X	X	3, 6, 11, 29	MS CE, 2000, SQL, Pocket PC	Y	Y	N

WIRELESS SUPPORT

ALIGO
Any U.S., European and Japanese network.

ASTEIA
Software is carrier-agnostic; supports any wireless network.

CLICKSOFTWARE
None. Network-independent.

CORRIGO
Supports all major wireless networks; also supports 43 mobile devices.

EVERYPATH
WAN and LAN networks.

FIELDCENTRIX
Wireless Wide Area Networks (GPRS, CDMA, iDEN, CDPD, Mobitex, DataTAC), dial-up, LAN, wireless LAN, Satellite.

FIELDPOWER
1XRTT, GSM, CDPD.

GLOBERANGER
GSM, GPRS, CDMA, 1XRTT, CDPD, 802.X.

INTERMEC
802.11, CDMA networks using the Intermec 700 mobile computer with integrated radio; GPRS networks using Intermec 700 mobile computer with integrated radio.

ITRON
Supports most public and private networks. For non-IP-based networks a communication gateway is utilized to handle the IP addressing issues.

J.D. EDWARDS
None.

MDSI
1XRTT, CDPD, DataRadio, Ericsson EDACS, GPRS, Motorola Private DataTAC, Motorola iDEN, Motient, Mobitex, Wireless Matrix, Wireline, CDMA, CSC, GSM, TDM.

KEY

- | | |
|------------------------------------|-----------------------------------|
| 1: Utilities | 17: Work-Order Management |
| 2: Consumer Products | 18: Parts Logistics |
| 3: Telecommunications | 19: Business-to-Machine Services |
| 4: Field Service Operations | 20: Business-to-Consumer Services |
| 5: Equipment Manufacturing | 21: Pharmaceuticals |
| 6: Industrial Products/Services | 22: Life Sciences |
| 7: Aviation and Defense | 23: Transportation |
| 8: Construction | 24: Professional Workflow |
| 9: Third-Party Logistics | 25: Retail Facilities Maintenance |
| 10: Energy | 26: Cable/Broadband |
| 11: Healthcare | 27: Automotive |
| 12: Warranty Service | 28: High-Tech |
| 13: Facilities Management | 29: Retail |
| 14: HVAC | 30: Property Management |
| 15: Insurance | 31: Repair Technicians |
| 16: Computers and Office Equipment | 32: Service Industry |

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PDSC www.pdsc.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	1, 18, 19	Linux, Unix, Windows	Y	Y	N
PEOPLESOFT www.peoplesoft.com	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	1, 4, 11	Windows, Unix	Y	Y	Y
SAP www.sap.com	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	1, 6, 8, 27, 28	Windows NT, Linux, Unix	Y	Y	Y
SERVIGISTICS www.servigistics.com	X					X																X		11, 27, 28	Windows	Y	Y	N
SERVICE DISPATCH SYSTEMS www.sds3000.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	8, 32	Windows, Novell	N	N	N
SERVICEHUB www.servicehub.com	X	X	X	X	X	X	X	X		X									X	X				4, 23, 24	Windows Advanced Srvr.	Y	Y	Y
SERVICEPOWER www.servicepower.com	X		X	X	X	X																X		1, 2, 3, 4, 14, 15	Unix, Windows NT	Y	Y	Y
SIEBEL SYSTEMS www.siebel.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	1, 2, 3, 11, 15, 27, 28	Windows 2000, NT, Solaris, AIX	Y	Y	Y
TISCOR www.tiscor.com	X					X																X		5, 11	All	N	N	N
VIRYANET www.viryanet.com	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	1, 3, 14, 25	Windows NT Unix	Y	Y	N
WENNSOFT www.wennsoft.com	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	8, 14	Windows	Y	Y	Y
WISHBONE SYSTEMS www.wishbonesystems.com	X	X	X	X	X	X											X		X	X		X		1, 3, 5	MS IIS Wdws. NT/2000	Y	Y	N
XELUS www.xelus.com						X	X	X	X	X	X	X	X	X	X	X				X	X			3, 7, 28	Windows NT, Solaris, HP-UX	Y	Y	N

WIRELESS SUPPORT

METRIX

GPRS/GSM, CDPD, Motient, 802.11 a/b, Palm.net, DataTAC, Mobitex, Bluetooth.

NEXTERNA

A few selected networks, both terrestrial and satellite. Can provide single or multiple network connectivity.

PDSC

AT&T, Bell Mobility, Cingular Wireless, Motient, NTT, Transcomm, Verizon Wireless, Wireless Matrix.

PEOPLESOFT

All major networks. Attempts to provide access to real-time CRM information through always-connected devices such as phones, wireless laptops and PDAs.

SAP

None.

SERVIGISTICS

Most major carriers.

SERVICE DISPATCH SYSTEMS

Nextel, Cellular Product Command Post 3000.

SERVICEHUB

GSM/GPRS, CDMA, CDPD.

SERVICEPOWER

All commercially available networks.

SIEBEL SYSTEMS

Sprint PCS, T-Mobile, Cingular, Nextel.

TISCOR

Spectrum 24.

VIRYANET

All networks.

WENNSOFT

AT&T, Bell Mobility, Cingular Wireless, Motient, NTT, DoCoMo, Qualcomm, Roger's AT&T Wireless, Transcomm, Verizon Wireless, Wireless Matrix.

WISHBONE SYSTEMS

CDMA, CDPD, GSM/GPRS.

XELUS

None.

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