

Easy-Call™ ADS (Automated Dispatch System)


- 'Dispatcher-less dispatching' can work, & well !
- The 'auto-dispatcher' acts like you, to :
 - ✓ get transport staff on the job quickly,
 - ✓ drive their assignments by priority, and evolving context,
 - ✓ optimize staff availability, skill-sets, and area coverage, while
 - ✓ ensuring the operation maximizes it's effectiveness , yet fairly !
- Units & supervisors get WEB-access anywhere onsite — by workstation or mobile-device — to book requests and get real-time progress status. Or, they may use reliable touchtone !
- State-of-art mobile devices maximize efficiency, or complement dependable alpha-pagers & touch-tone interaction !
- Unlimited pre-scheduling allows requests to be booked long in advance ! Repetitive tasks can be booked once, with unending automatic repeats !
- Task-based auto-escalation to supervisors & lead-hands, enables direct intervention to offset workload peaks !
- Pin-secured, time-stamped interaction hardens the transaction record, to end disputes over performance !
- 'Performance at the fingertips' — *static reports* & *dynamic data access* !



- faster service !
- improved service quality !
- greater efficiency & productivity !



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EASY-CALL ADS features EASY-CALL ADS benefits !
Canadian support centre	✓ protect your hospital against the possibility that patient PHI crosses the border !
Device and service independent Auto-Dial & Locate	✓ ensure no task is ever dropped, through tenacious communications outreach across multiple devices and services ! ✓ offset the risk of device & service failure — meet the test of due diligence ! ✓ incorporate new technology as it comes on-stream !
Multi-media interface, powered by the WEB	✓ access or share information from anywhere, via WEB browser or touch-tone phone ! ✓ workstation interaction maximizes the productivity and acceptance of users !
Auto-dispatcher optimizes task & staff attributes, and priority	✓ service tasks and service staff alike have attributes that drive task assignments ! ✓ the auto-dispatcher undertakes and optimizes service requests against staff, based on: <i>priority, due times, availability, pre-set area coverage, skills, certifications, etc.</i> !
Auto-notification & escalation	✓ auto-advise users of the possibility and expected degree of delay as they book ! ✓ auto-escalate to on-duty supervisor for direct intervention should backlogs arise !
Centralized or decentralized models are both supported — and, can be blended	✓ 'localization' can centralize staff into one pool, or dedicate them to an area ! ✓ staff assigned to one area can be made available to other locales on an 'if needed' basis, to balance service demand and staff supply between areas ! ✓ performance measurement continues normally even when staff is 'on-loan' !
Multi-service & site model may be used to deliver service in-house or externally	✓ run multiple services for numerous sites via one streamlining protocol, yet manage each operation with unique business rules and parameters ! ✓ calls can to or from anywhere via many kinds of devices — <i>e.g. pager + touch-tone phone, tablet, e-mail, or, commercial or low-frequency cellular</i> !
Auto-administration of service staff	✓ enable employees to book themselves on or off-duty, or on-break, reassured the auto-dispatcher will estimate by when each employee should be back, and will auto-assign them work — <i>whether they've declared their readiness or not</i> !
PIN & PSWD secured	✓ 100% authoritative tracking of when service staff picked up any call, and whether they accepted or passed on a particular task !
Time-stamped reports of assignments, attempted & accepted	✓ preserve the forensic record of assignment and interaction <i>forever</i> ! ✓ extract activity and performance summaries, or service quality metrics, by the person, department, or company requesting service, or, by the person(s) servicing !
Open, industrial-strength database  Since 1980	✓ get robust, high-volume database performance that ensures mission-critical resilience ! ✓ interface to 3rd Party reporting tools ! <div style="text-align: right; color: blue;"> <p>Mandexin Systems Corporation 1000 Finch Ave. West, Suite #300 Toronto, ON M3J 2V5 PH: 416-494-7181; FX: 416-494-1511 www.mandexin.com</p> </div>