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## **MWAI Introduces Intelligent Workforce™ Application for Mobile Laptops**

***Service Organizations to Expedite Workflow Through Use of Single, More Robust Device***

**SCOTTSDALE, Ariz.** — March 05, 2007 – MWA Intelligence, Inc. (MWAI), a leader in remote asset management tools and mobile workforce automation systems and services, today announced its highly portable Intelligent Workforce module is now available for laptop, Tablet PC and Micro PC computers. Remote employees in all industries serviced by MWAI solutions can now more easily access in-depth data to streamline the execution of service calls and improve overall customer service. Furthermore, the seamless integration of our Intelligent Workforce and Intelligent Device Management™ applications allow technicians to view invaluable information of the equipment being serviced prior to being dispatched to customer site.

Building upon MWAI's popular Intelligent Workforce™ for Blackberry and for Windows Mobile (Pocket PC) solutions, the Mobile Laptop version of the Intelligent Workforce product family combines the best of both worlds—instant, real-time communication between the mobile worker, service management and dispatch, along with volumes of organized information conveniently displayed on a full-sized screen. Ease of access to this level of information simplifies a mobile employee's workflow, allowing the remote worker to consolidate all call activities on the laptop, as opposed to having to alternate between researching data on the laptop and coordinating schedules and communication on a mobile phone or PDA. The Intelligent Workforce for Mobile Laptop solution is compatible with Windows XP and the newly released Vista operating system.

“The increasing commoditization of laptops, Micro PCs and tablet computers, coupled with the improvement in remote communication capabilities for these devices, has made this the ideal time to launch this comprehensive Intelligent Workforce solution,” said Michael Stramaglio, President and CEO of MWAI. “This release underscores MWAI's commitment to continually refine technology and systems to adapt to the needs of service organizations and their most valued resource—the mobile worker.”

The laptop-based application can be used by mobile workers to account for call status, search parts and equipment, track work time, work in or out-of-coverage mode allowing for increased productivity regardless of wireless coverage. One of the highlighted features architected into the design of MWAI Intelligent Workforce for Mobile Laptops solution is the ability to concurrently update software and firmware upgrades to the equipment being serviced while managing service call information from the same laptop, something previously unavailable. Additionally, Point-and-click access to key functions is made easier on a laptop,

providing technicians with the ability to navigate a call queue, manage parts, generate canned reports and leverage a suite of efficiency tools to assist in job-related functions.

The advantage of a laptop is especially helpful in Call Management functions, allowing a technician to view multiple layers of information in drop-down panes, saving valuable time and improving accuracy. Parts Management functions are also improved, as screens load with a complete listing of car stock, including additional information on a specific part's price and availability. Parts information also extends to warehoused parts and parts located in other technicians' car stock where with a single click the application maps the route to the technician carrying the selected part, as well as the ability to check on the status of parts ordered. Navigation in Technician Tools is also streamlined, including greater ease of use in sending faxes, entering expenses or compiling end-of-day time logs.

About MWA Intelligence, Inc. — MWA Intelligence, Inc. offers leading-edge technologies, world-class customer service and expertise in the office equipment and utilities vertical markets. We deliver comprehensive solutions to companies in need of remote asset management and improved service standards. MWA Intelligence has developed a platform-independent approach to asset, service and mobile workforce management that is flexible and scalable to accommodate company's unique requirements and grow as your business model evolves. Our solutions drive greater customer satisfaction and profit to the bottom line. For more information, please visit: [www.mwaintelligence.com](http://www.mwaintelligence.com).

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