



EASY TO SET UP. EASY TO USE.

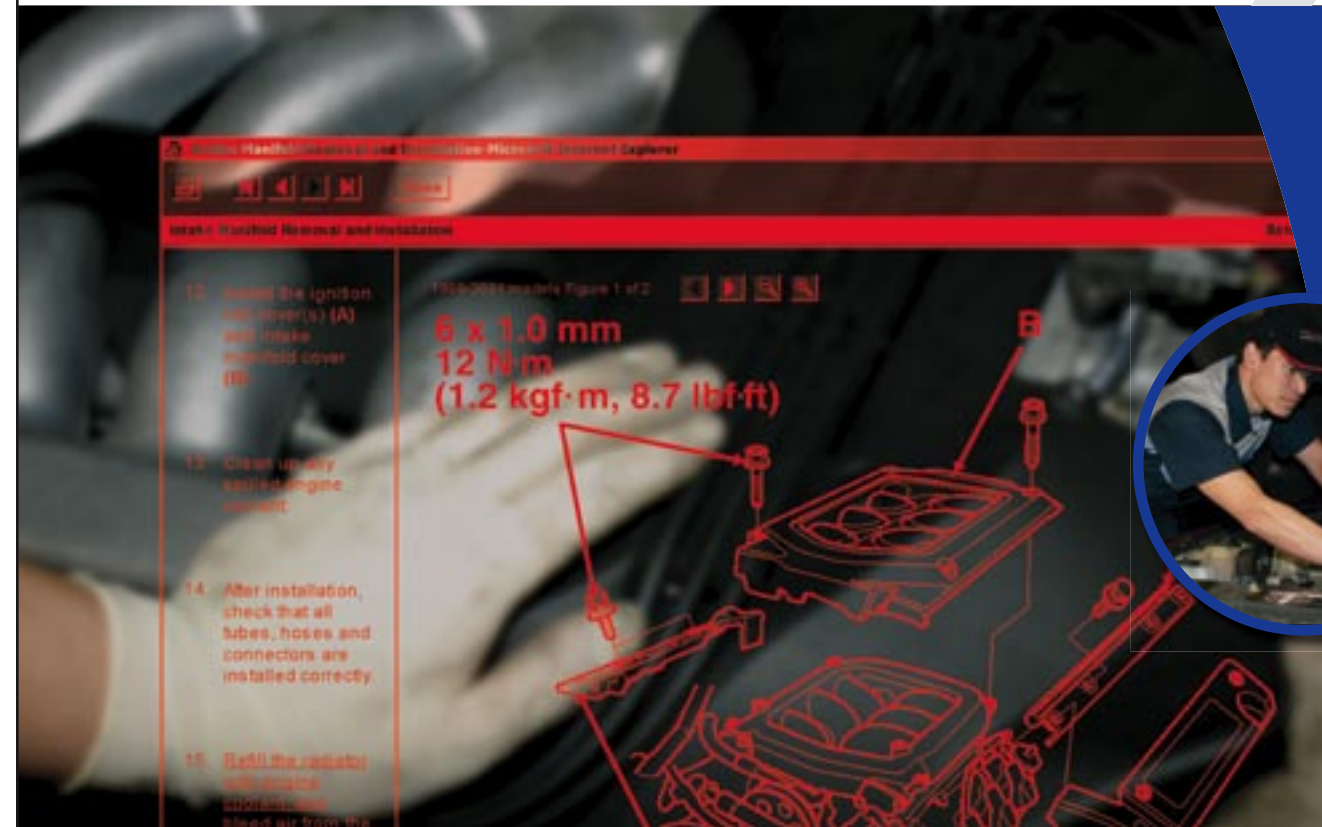
1. Set up user names and passwords on terminal server (Windows® 2000 or 2003 Server) for each Nomad Expert Technician System.
2. Set up wireless access point on your network.
3. Turn on each Nomad Expert Technician System, select access point and connect.*
4. Enter name or IP address of terminal server and connect by entering user name(s) and password(s).
5. Navigate to your Internet or local network content the same way you do now.



* After initial configuration, your Nomad Expert Technician System(s) can be set to connect automatically at startup. All you have to do is enter user name and password to be taken directly to your desired content location or application.



MICROVISION



**CLEAR ADVANTAGES FOR
THE AUTOMOTIVE INDUSTRY**



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CLEAR ADVANTAGES FOR THE AUTOMOTIVE INDUSTRY

A Powerful Tool for Productivity and Customer Satisfaction

Today, the focus of many car and heavy truck dealers and manufacturers is improving competitive position by improving the total customer ownership experience. The formula is simple...customer satisfaction means customer retention.

As Customer Service Index (CSI) surveys show, a bad service experience can sour a customer very quickly. The goal is to get vehicles back on the road fast, and reduce comebacks that are expensive for the dealership and frustrating for the customer. However, the increasing complexity and technology in today's cars and trucks, coupled with a shortage of experienced technicians, has led to a difficulty in getting timely repairs performed right the first time.

As technicians spend time going back and forth to retrieve information from paper manuals, stationary computers, laptops and even PDAs, efficiency and accuracy is put at risk. The situation is even worse in the trucking industry where equipment downtime can mean lost revenue for fleets and independent drivers.

The Nomad Expert Technician System provides an answer.

See higher throughput in your service bays. See your technicians become more productive. See your customers drive home satisfied. *Suddenly, it's clear: you can improve your bottom line and increase customer satisfaction.*

The Nomad Expert Technician System from Microvision is a powerful, wearable information delivery tool that will help your business achieve new levels of service productivity and customer satisfaction.

Now technicians can read detailed service information and follow complex instructions directly at their point of task, head-up and hands-free. No guessing, no shortcuts, no waiting for printouts...just cars and trucks back in service faster, fixed right the first time.

The benefits are clear.

INCREASED REVENUE, FAST AND SIGNIFICANT ROI

- » Faster turnaround + fewer comebacks = increased revenue per service bay.
- » Higher quality work from lesser-experienced technicians.
- » 30 – 40% efficiency gains realized in actual trials.
- » Payback in less than 2.6 months.*
- » Typical dealership adds \$16,107* in additional gross profit per year, per technician.

* Based on MSRP of \$3,995 and or an estimated monthly lease cost of \$175.

** Measured 39% increase in productivity and a conservative estimate of 50% usage of the tool.

Use our online ROI calculator at www.microvision.com/nomad.

Additional Applications

SERVICE AT THE VEHICLE

Service advisors can greet customers at their vehicles, access vehicle history, and fill out work orders while maintaining face-to-face contact with the customer. There is no need to walk back and forth between the vehicle and the service counter to get information about the vehicle, and the customer never has to get out of the vehicle until it is time to sign the work order.

PARTS ON THE MOVE

Parts personnel can lookup parts through the Nomad System while face to face with the customer. Parts orders can be viewed on Nomad with hands free to pick the parts...increasing the speed of parts delivery and allowing personnel to double-check part numbers without walking back to a stationary terminal.

MOBILE DISPATCH

Service dispatchers can be on the move throughout the service center, instead of in front of computer screens in their offices, accessing pending work orders and schedules on the Nomad System, while checking the progress of technicians on jobs currently in the shop. Using Nomad, dispatchers are better equipped to maximize workflow through the shop.

Nomad improves customer satisfaction and increases service bay productivity by providing a tool that assures that technicians and other service personnel are operating at peak efficiency, with critical information right at their point of task, always available, always up to date.

SIMPLE INTEGRATION INTO YOUR EXISTING INFORMATION SYSTEM

- » Nomad uses powerful 802.11b wireless technology.
- » Using Microsoft® Terminal Services, up to 250 technicians can have concurrent, but separate sessions through a single, secure Internet/intranet connected terminal server computer.
- » Information displayed to the user is always current and accurate because it is 'live' from a central location rather than loaded periodically onto a local hard drive.
- » Applications reside on the terminal server, so there's no need to purchase or update software for each Nomad System.


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