



Real Time Resource Scheduling for Global Enterprise

Fast Facts:

Software Vendor
Leader in Scheduling
Mission Critical
Scalable Platforms
Global Customers
Headquartered in Canada

Only About:Time for Exchange Server offers:

- real time solutions to the most difficult resource scheduling problems
- coordinated workflow
- increased productivity
- .NET web services based architecture
- seamless integration with Microsoft Exchange

"About:Time for Exchange Server enabled us to get the right people to the right place at the right time with the right tools to do the job. It definitely is the right solution for us."

Michael Vannest,

Director GIS Planning & Services Management

Global Crossing

eOptimize enables organizations to immediately answer the customer question "When will my service be done?". We create competitive advantage for our customers by automating the scheduling of people and resources for customer service appointments. Customers want a commitment to a given date and time. Our AboutTime scheduling platform let's corporations answer the question of "when" quickly and accurately.

For customer facing events, there has to be coordination between time zones, geography, skills, availability, and resources. Rather than manually juggle all the necessary balls, or work with a solution that only handles a part of the problem, we schedule every person and resource involved in satisfying a customer service request. We do this within seconds, while the customer is on the phone. Global customers in telecommunications, financial services, and healthcare trust eOptimize to provide superior scheduling platforms for their personnel.

While other companies force you to change your business processes, eOptimize's solutions are designed to work with your current workflow and existing systems. We quickly provide a selection of scheduling solutions that satisfy all the complex constraints and requirements of your customers, your people, and your resources while linking seamlessly to your existing Microsoft Exchange, CRM, ERP, inventory, and personnel systems.

Business Process Improvement

At eOptimize, we are at the intersection of business process improvement, work flow, and scheduling. Our SOA scheduling platform is designed to be integrated directly into an organizations business processes and IT infrastructure. Our scheduling solution solves complex scheduling problems for global organizations that involve:

- Customer facing events or interactions
- Across multiple time zones
- When multiple people have to be coordinated
- Skill sets and resources must be matched to the customer need

A Dynamic Scheduling Solution

Our customers have solved difficult scheduling problems using our highly scalable and dynamic scheduling platforms to create these business improvements:



Only About:Time for Healthcare offers:

- Patient scheduling
- Room scheduling
- Equipment scheduling
- Physician scheduling
- Brings hospitals, physicians, patients, and data together
- Real time answers in seconds

"With the selection and implementation of eOptimize's solution, we have been able to provide our scheduling staff with a next-generation scheduling system that supports and compliments our customer service and business initiatives"

John Stewart
Information Systems Director

Anaheim Memorial Medical
Center

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- Reduction in the number of schedulers by over 20%
- Fewer missed or conflicted customer appointments
- Improved the customer experience by making sure the right people are at the right place at the right time
- Increased resource utilization, by tightening up the schedules of all the people involved in customer events

Telecommunications

Telecommunication companies need to provide responsive and coordinated activities around new service activations. Telecommunication companies use AboutTime to automatically solve the challenges of scheduling new service activations. Not only do we schedule the field service engineers, we automatically schedule all back office technicians required to activate a service.

Healthcare

A healthcare delivery enterprise's resources are its greatest asset and advanced scheduling solutions can help those resources deliver care efficiently. When day-to-day service workload is not effectively managed - the people, equipment, and facilities that cost an organization money to employ, operate and maintain - are squandered and the result is enormous waste and unnecessary cost. AboutTime for Healthcare delivers superior, real-time appointment scheduling, while optimizing enterprise resources to realize bottom-line objectives.

Financial and Insurance Services

When centralized call centers or self-service web portals need to schedule account managers and insurance agents across the United States, they turn to eOptimize to find the right scheduling answers. We take into account multiple time zones, geographic location, and customer preferences to insure the right schedules are created. We provide instant answers that managers and customers can trust will always be correct.

Technology

Our products produce better scheduling services, because they are driven by our powerful AboutTime scheduling engines. The core scheduling functions are implemented by proprietary algorithms developed from leading operational and constraint-based research and proven in the field by customers using our software in mission-critical applications.