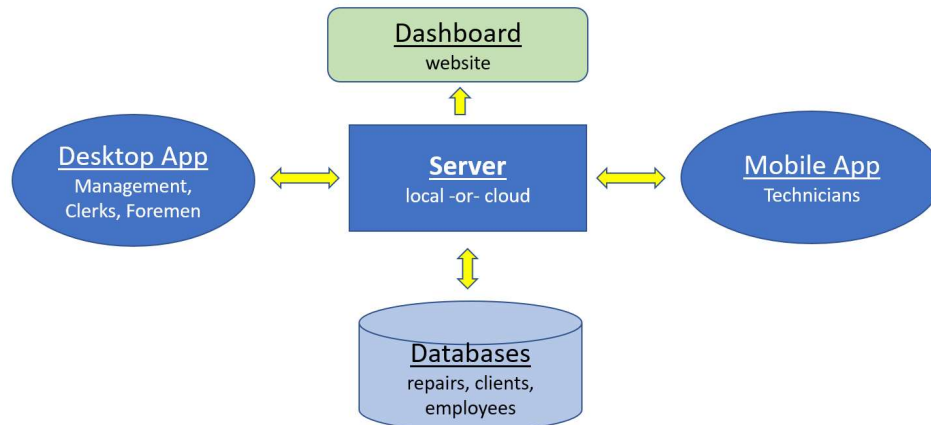


Proposal

The *MediMaint Task Manager* (name TBD) will be a multi-part system composed of a server to support the enterprise, a desktop application, a web-based dashboard, and a mobile application.



The **server** will contain databases of repairs, re-order repairs to minimize completion times and maximize revenue, and host the dashboard website. It will also maintain data about employees, companies, and devices in order to provide reports useful for optimizing your business. You have the option to purchase hardware to host this server yourself or pay a hosting company like Amazon Web Services or the like.

The **desktop application** will provide full access and control to the system for management, clerks, and foremen. Clerks will input new repairs, foremen will update the repairs with a repair estimate and assign it to a technician, and management will be able to view the entire repair queue, adjust employee and repair settings that affect queue completion times, etc. This desktop application will interface with the server.

The web-based **dashboard** will display the key metrics identified as daily-interest items.

The **mobile application** will be used by technicians to receive assigned repair tasks, provide status updates on the repair, and report completion. Using an instead of a web-interface will minimize mobile data used. All repair data will be stored on the server and this mobile application will interface with it via the mobile network or Wi-Fi.

My suggestions for improving your operations are:

- 1) Automated emails. the server can run a service to notify customers when MediMaint received their device, provide the estimated repair date, update the repair date, and provide shipping date and tracking number. This automation will ensure consistent communication with the client and reduce hours spent manually performing this task.
- 2) Automated warrantee reimbursement form generation – the desktop application can automatically generate the required reimbursement form based on the device details held in repair database. Form generation will reduce hours spent manually performing this task and may improve accuracy.
- 3) Incorporate some aspects of inventory management – the server can better predict repair completion dates if it knows which parts are on hand and or the delivery data of a part on order. This can be accomplished with your existing Excel-based inventory.