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Telsource Selects Metrix to Optimize Scheduling

Service management software vendor Metrix today announced that Telsource, one of the nation's leading network integrators, has selected the Metrix Advanced Scheduling to improve productivity, cut costs and drive revenue.

/24-7PressRelease/ - MILWAUKEE, WI, June 18, 2008 - Service management software vendor Metrix today announced that Telsource, one of the nation's leading network integrators, has selected the Metrix Advanced Scheduling to improve productivity, cut costs and drive revenue.

Previously a manual process, Telsource will be using Metrix to optimize the schedules for their entire U.S. field service workforce. The solution will allow Telsource to increase the number of calls a technician can complete in a day and meet service level agreements, while drastically cutting travel and other service costs.

Metrix Advanced Scheduling, powered by 360 Scheduling, is a solution focused on getting the right resources to the right places on time at the lowest total cost. Using complex algorithms, the software analyzes multiple factors such as required skills, workload, penalties, part availability, cost per mile, response time, travel, business rules, etc. to produce the best possible plan. The real-time optimization engine instantly recalculates and updates schedules as conditions change.

"At a time when gas is at \$4 a gallon, keeping costs in check is always top of mind," says Patrick Danna, Telsource's Chief Financial Officer. "However, the efficiencies gained from the real-time dynamic scheduling will allow us to increase our service revenues without increasing our costs. In addition, we are confident that the solution will also allow us to meet or exceed our goal for a 99% SLA compliance rate."

"By choosing Metrix, Telsource is making a strategic investment in maintaining their already high customer service levels," commented Larry Laux, President and CEO of Metrix. "This is an excellent example of a company leveraging technology to drive business results."

About Telsource Corporation

As one of the nation's leading network integrators and field service engineering organizations since 1984, Telsource has provided nationwide installation, maintenance, and managed network services for voice, data and video networking for a variety of industries including financial, insurance, retail, hospitality, and telecommunications. For more information regarding Telsource services and products, call 1-888-835-7687, email sales@telsource.com, or visit the company Web site at www.telsource.com.

About Metrix

Metrix software applications enable world-class service management by automating customer support, field service, scheduling, and reverse logistics business processes. Leveraging over 28 years of industry experience, Metrix provides a competitive advantage to innovative companies like Ingenico, Olympus, Xerox, Ericsson, and Makino by improving service profitability. Metrix Scheduling, powered by 360, takes a strategic approach to scheduling, providing street-level routing, KPI monitoring and predictive analytics. For more information, visit: www.metrix.com.