



**Famhost**<sup>®</sup>  
FAMILY OF TRUSTED ONLINE SOLUTIONS





# JaRay®

COMPLETE FIELD SERVICE SOFTWARE SYSTEM

JaRay Linkwriter Driver Status GPS / Map Maintenance Help

The screenshot displays the JaRay software interface with several key sections:

- Customer Record:** Shows details for a customer named 'FARMER PAUL', including address, phone, and email.
- Job Scheduling:** A grid view showing job status (e.g., 'To Do', 'In Progress', 'Completed') for various jobs.
- Job Costing:** A detailed breakdown of costs for a specific job, including labor, materials, and overhead.
- Job Details:** A form for entering job-specific information like address, phone, and service type.
- Map:** A map view showing the location of the job site.

## PLUMBING • HVAC • ELECTRICAL • DRAIN CLEANING • HOME INSPECTION • FIELD SERVICE SOFTWARE SYSTEMS



"I cannot begin to thank you for your total devotion to City Wide. You strive for perfection with your product which is very rare in the industry today. I can honestly say that City Wide would not be where we are today if not for JaRay! We love you." – Sal and your family at City Wide

Long Island New York's largest and most trusted Sewer and Drain company.



Yes! You CAN run JaRay on most mobile Devices!

Netbooks, laptops, and even iPads®, iPhones® and Android®.

THE JARAY® SOFTWARE SYSTEM HAS EVERYTHING YOU NEED TO RUN YOUR SERVICE COMPANY. INSTANTLY SEE THE CUSTOMER'S HISTORY INCLUDING ANY AMOUNTS OWED, SPECIAL PROBLEMS, CONTRACTS OR PREVENTATIVE MAINTENANCE AGREEMENTS, WARRANTY ISSUES AND MORE AS SOON AS THE CUSTOMER CALLS. JARAY IS DISPATCH! KNOW EVERYTHING YOU NEED INCLUDING CLOSEST JOB, PRIORITY OF CUSTOMER, TIME PROMISED, BEST ROUTING AND MORE. TICKLER SYSTEMS ALERT YOU TO UNRESOLVED PROBLEMS. JOB COSTING, INVENTORY, COMMISSIONS OR HOURLY ANALYSIS, PROFITABILITY REPORTS BY CUSTOMER SHOWING TRENDS, MARKETING AND EVERYTHING YOU NEED TO RUN YOUR BUSINESS FOR MAXIMUM PROFITS.

### COMPLETELY INTEGRATED:

- BID TRACKING AND MARKETING:** KNOW THE STATUS OF EVERY OPPORTUNITY.
- ATTACH ANYTHING TO YOUR CUSTOMER, EMPLOYEE & OTHER RECORDS INCLUDING VIDEOS!**
- CALLER ID:** POPS UP THE CUSTOMER RECORD AND HISTORY BEFORE YOU EVEN ANSWER THE PHONE.
- GPS ENHANCED DISPATCHING:** SORTS DISTANCE BY EITHER JOBS OR DRIVERS, SCHEDULE ROUTES, TRACK MAINTENANCE BY GPS. REPORTS INCLUDE JOB INFORMATION AND TIMES.
- PREVENTATIVE MAINTENANCE SCHEDULING:** NEVER MISS ANOTHER OPPORTUNITY TO GROW YOUR BUSINESS BY TAKING CARE OF YOUR CUSTOMERS AND DOING WHAT YOU SAY YOU WILL DO.
- PAGING & EMAIL:** WORKS WITH OVER 35 PHONE COMPANIES -SEND DISPATCH INFO TO ANYONE.
- PAY PERIOD REPORTING:** MULTIPLE COMMISSION, FLAT RATE, AND INCENTIVE PAY CALCULATIONS.
- SALES TAX REPORTING:** TRACK RESIDENTIAL, COMMERCIAL, SERVICE, PARTS BY DIFFERENT RATES FOR MUNICIPALITIES, COUNTIES AND STATE TAXES.
- LINKWRITER PEN:** GET THE PAPERWORK WHILE THE TECH IS STILL AT THE JOBSITE!
- FAMSCAN:** ATTACHES LINKWRITER AND DIGITAL PAPERWORK TO INVOICES, JOBSITE, CUSTOMER, EMPLOYEE RECORDS, CONTRACTS & PREVENTATIVE MAINTENANCE, BIDS & EQUIPMENT.
- ESCHEDULING:** AUTOMATICALLY POP UP JOBS FROM YOUR WEBSITE INTO THE DISPATCH SCREEN.
- JOB COSTING:** LABOR, PARTS, LINE ITEM COSTS, PURCHASE ORDERS, EQUIPMENT - AUTOMATIC!
- ACCOUNTING SYSTEMS:** INTEGRATES WITH MOST ACCOUNTING SYSTEMS INCLUDING QUICKBOOKS.

SPEND LESS TIME RUNNING YOUR BUSINESS . . . AND MORE TIME GROWING IT.

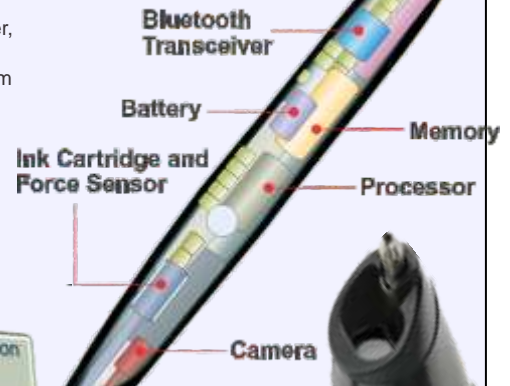


# Linkwriter®

DIGITAL WRITING SYSTEM



Famhost® incorporates technologies developed by Anoto® to generate a unique pattern for each sheet of paper, ensuring that the correct information correlates to the right form. Any document or form can be printed with ordinary printers in your office or ordered from third party printers if desired. Other options are available for form printing depending on the quantities and capabilities of the end user. To make a form digital, just select the "Digital Paper" selection in the printer drop down dialogue. A unique pattern will automatically be applied to the document you want to print and when you write on it with a digital pen, the strokes will automatically be merged into the document and a PDF or TIFF image will show the original form or document as well as what was written on it automatically.



The digital pen is a ballpoint pen with a built in camera and uses the pattern to record the pen strokes, capturing written information as it travels along the paper. Because each sheet has the unique pattern or "fingerprint", the camera in the pen recognizes the type of form used and whether a user has moved from one form to another. The written information is stored in the pen's memory until it wirelessly transfers via Bluetooth® to a Famhost modem which relays to the Famhost Pen Services Network or docks to a PC which transfers the data via a secure internet port or directly from a wireless data provider to the Famhost Pen Services network.



The Famhost Linkwriter® uses a rugged digital pen to capture what is written on a form and then through Famhost's integration, attaches it to your customer, employee or equipment records automatically. The user simply fills out an invoice, insurance application, inventory form, accident report, time sheet, or whatever you want. The pen records what is written and then converts the data to text or numbers to populate the customer record.

Linkwriter enables you to link the document or form to your customer record, invoice, vehicle file, employee file. It time stamps when the customer signed the document, when the employee signed the document and much more. Fields on the form can be programmed to link to your customer records in real-time using a tiny modem which automatically sends the data anywhere in the world.

The data is stored both as an image (eliminates scanning) and also as data (eliminates typing). That means that the text is converted automatically to input directly into your databases. Imagine: Inventory can now be updated in real-time as soon as the driver finishes each job and no one has to reenter the invoice information.

The Linkwriter enables you to go "paperless" without the cost of equipping your field people with complicated devices. Your customers will like it, your staff will like it, and your bottom line will too.



• Linkwriter is totally integrated into the JaRay Services Business Management System and/or can be used as a web based standalone application enabling you to view the forms online and send images automatically to multiple email addresses. It can also be integrated with Quickbooks as a web service.

• You can leverage the Linkwriter hosted services to integrate with any application. The secure Linkwriter servers can process the information and automatically relay it to the client as a .xml file for the interpreted data and as an image file containing an exact replica of the document. The image file can be .png, .jpg, .tif, .gif, or .pdf. The PDF file can be delivered as an interpreted file. APIs and SDKs are available for integrating the data into your application. This secure infrastructure simplifies deployment and is an ideal solution without requiring heavy capital investment.

• For government and clients that require data be kept within their physical boundaries, Famhost offers an enterprise configuration that allows organizations to host the digital writing solution within the protection of their own network infrastructure, yet still have all of the power, flexibility and scalability of the hosted model.







# OfficeOut™

## Domain Names

- [New domain registration](#)
- [Transfer a domain to FamHost Applications](#)
- [Register or transfer large quantities](#)
- [Internationalized Domain Name \(IDN\) Search](#)
- [Private domain registrations](#)
- [Backordering domains](#)
- [Monitoring domains you own](#)
- [Monitoring domains you don't own](#)
- [Domain name masking/forwarding](#)

## Domain Services

- [Business Registration](#)
- [Protected Registration](#)
- [Domain For-Sale web page](#)

## Marketing & Productivity Tools

- [Manage contact information](#)
- [Search engine optimization](#)
- [Create and send emails to visitors and customers](#)
- [Logo Design Services](#)
- [Brand Identity Design Services](#)
- [Web Banner Design Services](#)
- [Email Plans](#)
- [Hosted Exchange Email Plans](#)
- [Online organizational calendar](#)
- [Send faxes online](#)
- [Online storage](#)
- [Request and track customer input with surveys](#)

## Web Site Builders, Hosting Options & Tools

- [Hosting, Virtual Dedicated & Dedicated Servers](#)
- [Web Site Design Services](#)
- [Easy-to-use site builder](#)
- [Keep site data and transactions secure](#)
- [Extended Validation SSL Certificates](#)
- [Photography & images](#)
- [Accept credit card payments](#)
- [Create an online store](#)
- [Create a Blog or Podcast](#)
- [Add advanced site statistics](#)

**Photo Album**  
Easy online photo viewing, sharing & storage

**PERSONAL AND GROUP Calendar**  
Discover the ultimate in on-the-go organization.

**Merchant Accounts**  
Increase your sales by accepting credit cards!

**NEW! Web Banner Packs**  
Advertise on the Web like a pro!  
Each Pack Includes 3 Banners  
Basic or Animated  
Ready in 7 Days

**Quick Shopping Cart**  
Launching your own Web store is as easy as 1-2-3!  
1 Pick a Design 2 Add Your Products 3 End Order!  
From \$9.99 per month  
NO SETUP FEES

**SSL Certificates**  
Secure data and transactions!

**f@x thru email**  
Send and receive faxes using your email account instead of a fax machine!

**Site Analytics**  
Gives you the crucial insight you need!

**ONLINE File Folder™**  
Access your files from any computer!  
NEW! Scheduled PC File Backup

**Quick Blogcast™**  
Blog and Podcast in one!



**Contact Manager (CRM)**  
Manage all your business contacts in one place!

**Express Email Marketing**  
The spam-free and legal way!

FamHost is a family of business-critical hosted applications sold as a service from a secure server farm. JaRay® SBMS (Service Business Management System) has served Roto-Rooter® franchises world-wide since 1985. It includes Customer Relationship Management software as well as GPS enhanced dispatching, billing, payroll, complaint and customer follow-up, inventory, purchase orders, job history, job costing, productivity analysis, marketing and bid tracking. Options include alpha-paging, caller-id, a complete database of all potential customers in your service area that can be used for marketing and media tracking, scanning, graphing, and mapping, web site integration, a credit card gateway and vehicle tracking.

In addition to software applications written by us, we also integrate and host third party applications and provide the support needed to help your company take advantage of the new applications and devices that are part of the Internet age.

## Trade Associations & Partnerships



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# PaperlessFile

DOCUMENT MANAGEMENT

## Jlinkit!

The Famhost Jlinkit program enables JaRay customers to attach any type of document to the JaRay Application. If used with FamScan, documents can be automatically indexed and attached to customer records with variable data like invoice numbers. Any type of digital file (including images, videos, scans, spreadsheets, wordprocessing documents, CAD files, PDFs, etc.) can be attached to Customer records, Job Site records, employees, equipment, purchase orders, invoices, and bid tracking files. There is no limit to file type or size.

FAMHOST IS AN AUTHORIZED RESELLER FOR THE FOLLOWING MAJOR DOCUMENT PRINTING, SCANNING AND STORAGE VENDORS.



Transactional printing and workflow automation

*Beyond Printing*

PlanetPress Suite enables easy creation and printing of transactional, promotional and transpromotional variable content documents as well as offering advanced automated distribution and workflow management capabilities. Documents created with PlanetPress Suite can be printed on any printer, archived, emailed and/or faxed as part of a sophisticated output management application driven by PlanetPress Watch or PlanetPress Server. Conditional text, business graphs and images can be incorporated based upon information contained within the data stream.



Intellinetics software products are based on a non-proprietary architecture compatible with all major operating systems.

They're also Open Database Compliant (ODBC) for seamless integration into virtually any existing database environment. Designed with the look and functionality of Windows, Intellinetics software is simple to deploy, use and maintain.

Intellinetics' software uses our innovative mass-storage algorithm to compress stored information so that files matching search specifications can be retrieved in less sub-second time, regardless of the number of files, the size of the network or the number of simultaneous users.

- \* Intellivue
- \* Intellivue SaaS
- \* Intellivue Express
- \* Redactivue
- \* Identivue

