



## **FOR IMMEDIATE RELEASE**

Contact: J.C. Woods, (800) 490-7501, ext. 5085  
jc.woods@mrappliance.com

## **Mr. Appliance Launches New Software System for Service Call Automation**

**WACO, Texas (April 11, 2007)** – Mr. Appliance Corp., North America's largest appliance repair franchise system, announced today the launch of ZWare Mobile™, a new service call automation software system.

ZWare Mobile™ was developed by the parent company of Mr. Appliance Corp., The Dwyer Group, Inc. It works in conjunction with ZWare™, a proprietary software package for companies of *The Dwyer Group* designed to connect its thousands of franchise owners, employees and repair technicians.

The system integrates every process of the service call into a Windows Mobile-based phone, eliminating the old method of paper invoices and pricing guides.

"The goal of ZWare Mobile™ is to help our franchises operate more efficiently," says Doug Rogers, president of Mr. Appliance Corp. "Paper-based systems are held back by the redundancy of repeat data entry. ZWare Mobile™ creates an integrated, paperless system that benefits the business owner and the customer."

ZWare Mobile™ gathers the customer's service request information via an online service request or phone request and sends it directly to the repair technician's device. Included is the customer's specific appliance problem, customer's address and any additional information provided by the customer.

The technician is able to track service calls by area and generate maps to each customer's home. Online adaptability gives the technician instant access to thousands of technical schematics, parts guides and pricing guides.

Inventory management will also be an included feature. Technicians can track the parts inventory on their service vehicle or at the warehouse. This will enable technicians to complete service calls more quickly, thereby reducing the waiting time and interference with the customer's schedule.

All pricing information is included with the software. The device also has credit card swipe capabilities, eliminating the need to write down credit card numbers. The device features a digital signature pad and invoices are printed in the service vehicle via an infrared receiver. Purchase information is automatically sent back to the office through a secure network, eliminating the need for repeated data entry.

ZWare Mobile™ is exclusive to companies of The Dwyer Group, Inc. Mr. Appliance Corp.'s sister companies Mr. Electric Corp. and Glass Doctor® plan to implement the software in the near future.

### **About Mr. Appliance®:**

Established in 1996, Mr. Appliance Corp. is North America's largest appliance repair franchise. Its franchises feature full service residential and commercial appliance maintenance and repair. Recognized by Entrepreneur magazine's Franchise 500 list, Top 101 Home-Based Franchises and ranked Top Home Repair Franchise System, Mr. Appliance Corp. has more than 100 locations across the United States and Canada. Mr. Appliance Corp. is a subsidiary of The Dwyer Group, Inc. For more information, visit [www.mrappliance.com](http://www.mrappliance.com).

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