



# Introducing Forcelink

Work we believe in.  
Results we're proud of.

Accolades

# INTRODUCTION

**The most adaptable and configurable Mobile Field Service ERP solution designed** to empower organisations by streamlining field operations, thereby elevating customer satisfaction and driving profitability. Offering the flexibility to tailor services to meet the unique requirements of each business.

Forcelink boasts high compatibility with a multitude of systems and software, featuring comprehensive APIs for effortless integration with a range of ERP systems, financial solutions such as **SAP**, **XERO** and **SAGE**, GIS platforms like **ESRI**, and other vital business tools.

To see how Forcelink can fit your organisational needs request a demo today and our team will be in contact.

[See it in action](#)

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**2018** Nominated as one of **the best Smart city solutions out of South Africa 2018** – Department for International Trade and TeXchange 2018: Smart cities UK

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**2019** Selected as **one of 8 organisations out of 260** applicants to participate in the PWC South West (Bristol UK) scale.

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**2022** Awarded the **Social Cohesion of the year award** at the Play Your Part Awards

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**2022** Awarded the **Best Enterprise Solution** at the MTN Business App of the Year awards

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**2022** Awarded the **Top 3 SMEs** in Digital Innovation at the BCX Digital innovation awards

# What makes us different ?

Forcelink combines a mobile-native architecture with extreme configurability, customer-centric engagement, and rapid implementation, giving organisations the flexibility to operate smarter without complexity.



## Highly Configurable

Highly configurable to each industry and organisation, allowing clients to easily setup user workflows for their businesses.



## Customer Centric – customer portal

Our customer-centric platform, My Smart City, prioritises seamless connections between residents and service providers, accessible at the touch of a button.



## Digitising your organization

Drive urban transformation through digitalisation. Forge seamless connections with citizens, automate workflows for peak efficiency, and enhance revenue collection optimisation. Elevate service quality to establish new benchmarks in community excellence.

## What makes us different ?



## Rapid Implementation (RSD Methodology)

Our RSD (Rapid System Development) methodology for the development and deployment of Forcelink ensures a structured and efficient approach to our client implementations.



## Standard Integration APIs

Forcelink has extensive APIs to easily interface with other system integrations such as ERP, XERO, ESRI, GIS, SAGE and other Financial solutions. Forcelink has a certified standard interface with SAP.



## Affordable and Competitive

Forcelink is an incredibly affordable and competitive product; provided in a monthly subscription model.



## Highly Secure and Compliant

We are committed to upholding the confidentiality, integrity, and security of all information within our systems. Forcelink is in compliance with data protection regulations, such as the POPI Act and UK GDPR. Additionally, we adhere to cybersecurity frameworks, with a primary focus on the NCSC's Cyber Essentials Plus, to ensure information security beyond regulatory requirements.

# Forcelink Benefits

## Reduce Audit Timeframe

**Up to 66% decrease in time to complete asset/facilities audits.**

Reduce the time to complete asset/facilities audits by 66% (set-up of the audits, conducting the audits, preparation of audit report) takes a 3rd of the time using Forcelink. Configuring a new audit or changing an audit is very easy, capturing all of the information on the mobile from the field is easy and intuitive, the final audit report is created immediately after the audit is completed in the field.

## Increase in Productivity

**Up to 30% increase in productivity.**

Productivity is improved by 30% by getting the right person with the right skills to the right location quicker to resolve issues quicker. In Forcelink you can track resources, monitor availability, workload, skills, and monitor historical experience to ensure the correct resource (internal or sub-contractor is used).

## Diagnosis and Repair Time

**Up to 66% decrease in time to complete asset/facilities audits.**

Improve Customer/Tenant Service (using the customer/tenant portal). Customer/tenants can log issues/problems directly via a mobile app or web app portal, improving the issue call logging by 50% and the diagnose and repair time is also improved by 50%, and keeping customers fully informed of progress, resulting in a substantial improvement of customer satisfaction.

## Improve Sub-Contractor Productivity

**Resulting in a 30% improvement in production.**

Improve sub-contractor productivity & management, which contributes to a 30% improvement in production, by connecting your sub-contractors on Forcelink mobile and by connecting the bigger sub-contractors via our Master/sub-schema configuration, making them directly part of your field force.

## Optimise Fault Analysis

**Up to 70% improvement in fault analysis using machine learning.**

Improve fault analysis by as much as 70%. Forcelink has machine learning capabilities to learn fault patterns and root causes. This information is then used to diagnose probable cause, also by providing the proper select options on the customer portals Forcelink guides customers/tenants to better diagnose faults.

## Increase in Response Time

**Up to 40% improvement in time and attendance functionality.**

Increase Response Time by as much as 40% by using Forcelink's time and attendance functionality, dispatching and scheduling modules.

# Benefits of SaaS: On-premise vs Cloud SaaS

Industry research shows that the total cost of ownership (TCO) for an on-premise system will be more than **double** that of a SaaS-based cloud solution.

## On-Premise Solutions



Long Implementation



Expensive Customisation



IT Resource Dependand



Extra Hardware Cost  
Expensive Upgrades  
Long Time to New Versions



Robert William

## Cloud-Based Solutions



Rapid Time to Value



Non-Technical Configuration



No IT Involvement



No Hardware Cost  
Upgrades Included  
Frequent New Features



Subscription Billing

# Rapid Deployment

## Phase 1

Determining the client's field service requirements.  
(1 - 4 week/s)



## Phase 3

Training of client resources for the effective use of Forcelink.  
(1 - 4 weeks)



## Phase 2

Forcelink team to Configure the system based on the requirements.  
(1 - 4 weeks)



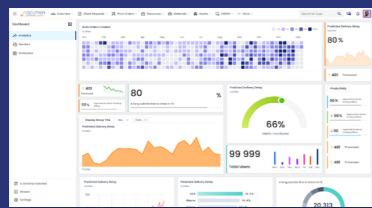
## Phase 4

Go-live & Close out  
(1 - 4 weeks)



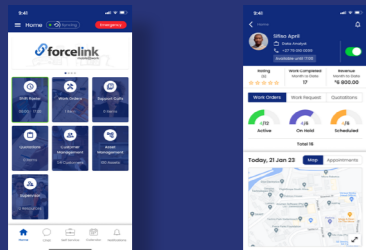
# Product layers

## Back Office



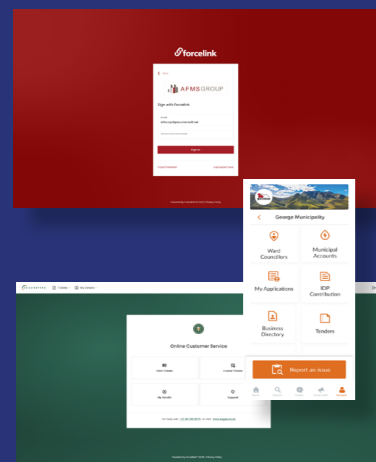
Build a high-performance back office equipped with the tools, intelligence, and visibility needed to run your operations optimally. From scheduling field resources and allocating the right work to the right technicians with pinpoint accuracy, to managing workflows and subcontractor relationships. Monitor progress in real time, generate detailed reports, and gain actionable insights to continuously improve performance.

## Mobile for Field Service Resources



Forcelink is a fully native, mobile-first field service ERP that equips your workforce with everything they need to execute work orders from any location. Field teams can communicate seamlessly with the back office, update job statuses, complete audits and inspections, track shifts, capture data, and request resources in real time, equipped with offline capability.

## Customer Portal



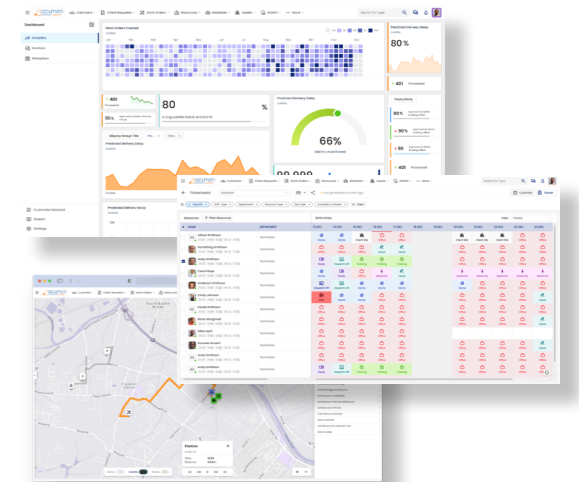
Create a direct portal of engagement with your customers. Enable quick and efficient request and query functionality using Forcelink's cloud-based mobile technology. Create clear lines of communication for feedback on issue/fault reporting that feeds directly to your back office for faster diagnosis and resolution times.

# Forcelink Modules

Forcelink is built around a modular architecture that connects geographically dispersed customers, back-office teams, and field resources in real time. Each module plays a specific role within the platform, allowing organisations to configure a solution that fits their operational structure and scales with their business, without unnecessary complexity.

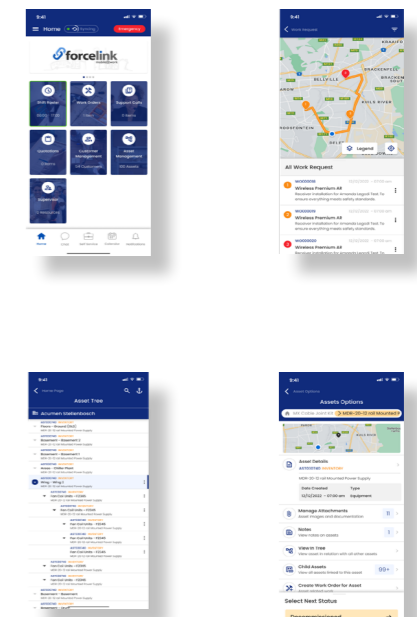
## Work Management

Build a high-performance back office equipped with the tools, intelligence, and visibility needed to run your operations optimally. From scheduling field resources and allocating the right work to the right technicians with pinpoint accuracy, to managing workflows and subcontractor relationships. Monitor progress in real time, generate detailed reports, and gain actionable insights to continuously improve performance.



## Mobile Work Management

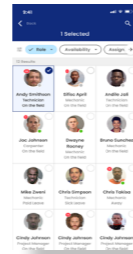
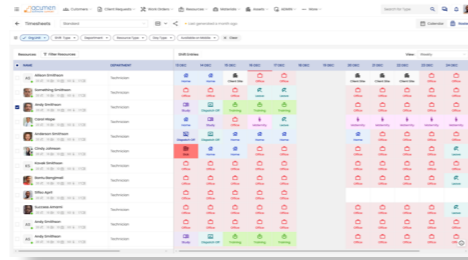
Forcelink is a Mobile First Field Services ERP solution allowing resources to manage work orders, quotations, and customer interactions directly from mobile devices. It supports both Android and iOS platforms, functioning online for real-time data sync and offline for continued productivity without connectivity. Key features include GPS navigation to work sites, material tracking per order, barcode/RFID scanning for asset management, field inspections, real-time communication with dispatch, and capturing work-related photographs and notes. It also facilitates customer approvals through digital signatures or OTPs, enhancing operational efficiency and customer satisfaction.



## Forcelink Modules

### Resource Management

Offers comprehensive tools for managing various workforce aspects. It includes a full resource register categorised by role, field resource management, and third-party service provider management. The module supports crew and shift roster management, along with advanced time and attendance logging capabilities that include facial recognition. Resources can check-in and check-out fleet vehicles, and their locations are tracked via GPS. It also manages skills, qualifications, training, accreditation, and compliance scheduling. The module integrates resource calendars with Google Calendars and manages documents such as employment contracts, qualifications, and permits, linking them directly within the system

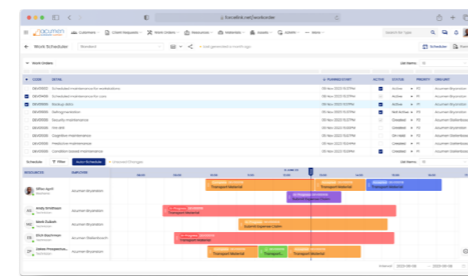


### Scheduling

The Scheduling module in Forcelink enables organisations to plan, allocate, and manage work efficiently across teams, resources, and locations. It provides a real-time view of jobs, capacity, and availability, helping schedulers assign the right people and equipment at the right time.

With route planning and auto-scheduling, Forcelink applies key constraints to optimise schedules, including SLA compliance, firm appointments, skill requirements, site access rules, overtime limits, parts availability, travel allowances, and customer preferred resources.

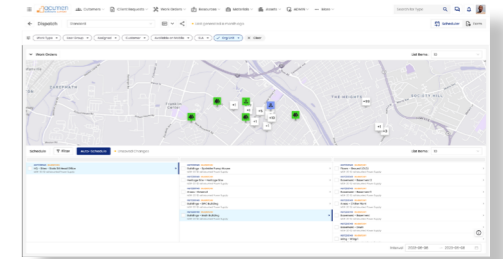
This ensures schedules are practical, compliant, and aligned with operational and customer needs.



## Forcelink Modules

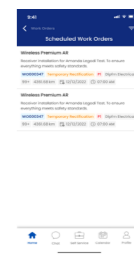
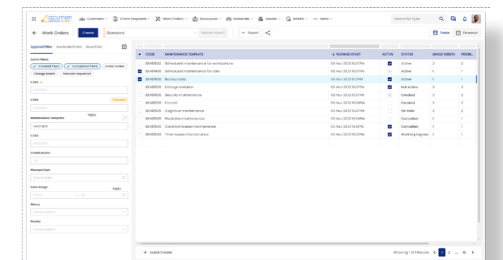
### Dispatching

Supports geo-spatial dispatching through a map interface where resources can be assigned by dragging and dropping. Additionally, it provides work list dispatching and tabular dispatching for various operational needs. The module enables monitoring of work orders via a work matrix that tracks progress by type, status, and customer, and allows for the allocation and reallocation of tasks to field resources. It supports dispatching to multiple resources with different skills and includes an online chat feature for real-time communication with field personnel.



### Maintenance Management

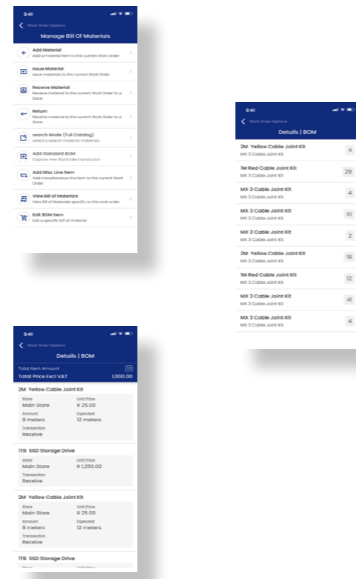
Provides a comprehensive framework for maintaining assets effectively. It includes standard planned maintenance templates with required resources and materials, as well as standardized operating procedures and inspections. The module features various maintenance triggers—periodic, event-based, and condition-based—and implements asset-specific planned maintenance strategies. It supports proactive maintenance initiatives from field work and integrates IoT for real-time asset event and alarm monitoring. Additionally, it manages warranty details, ensuring all maintenance activities align with service and warranty policies.



## Forcelink Modules

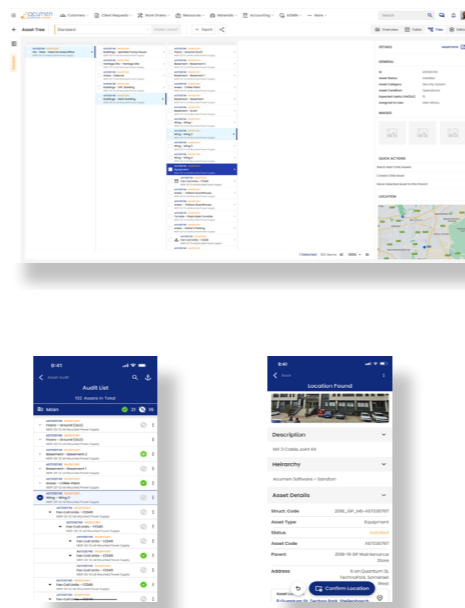
### Inventory Management

Designed to optimise material and equipment handling. It features a comprehensive materials catalogue, robust stock and stock control mechanisms, and enables mobile stock counts with barcode scanning. The module manages the bill of materials associated with assets or work, and facilitates suppliers and vendors management. It supports equipment assemblies and batch control, streamlines the process of purchase requisitions through a customer portal, and manages purchase orders efficiently.



### Facilities and Asset Management

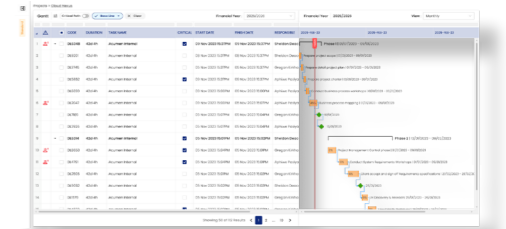
A robust system for managing asset details across their full lifecycle. The module provides hierarchical asset registers, asset type categorisation, and geographic tracking of asset movement. It manages asset financials, warranties, and depreciation, and supports mobile asset capture and barcode scanning. Comprehensive asset audits, condition assessments, stores management, and stock control are included, alongside integrated management of functional locations, buildings, facilities, service provisioning, and facility bookings. IoT integration enables detailed asset data logging, monitoring, tracking, and fault reporting, while critical documents such as SOPs, drawings, and manuals are securely linked to assets.



## Forcelink Modules

### Project Management

Enables users to swiftly create projects, construct detailed Work Breakdown Structures, and map task dependencies, all viewable on a dynamic Gantt Chart. Seamlessly integrating with external Project Management tools, it imports work templates and tasks effortlessly. With robust budgeting, forecasting, and real-time tracking features, users can monitor project progress efficiently. Assigning activities to field resources or contractors directly from the Gantt Chart streamlines workflow allocation. Tasks are seamlessly dispatched to allocated resources' mobile apps, where progress updates can be conveniently input, ensuring accurate and up-to-date completion status.



### Business Process Flow Management

Provides a comprehensive framework for maintaining assets effectively. It includes standard planned maintenance templates with required resources and materials, as well as standardized operating procedures and inspections. The module features various maintenance triggers—periodic, event-based, and condition-based—and implements asset-specific planned maintenance strategies. It supports proactive maintenance initiatives from field work and integrates IoT for real-time asset event and alarm monitoring. Additionally, it manages warranty details, ensuring all maintenance activities align with service and warranty policies.



## Sub-contractor Management

Automates the outsourcing and dispatching of work from a master schema to the appropriate sub-contractor based on specific rules like geographic location, service type, and workload. It features a Contractor Portal for task reception and feedback, enables detailed reporting on contractor performance and work history, and monitors service level agreements (SLAs) between the main company and its sub-contractors. Additionally, it facilitates asset register collaboration across different schemas to maintain a unified asset database.

## SLA Management

Allows for setting up and managing service level agreements based on priority. It includes features for automated escalations with notifications and utilises various triggers for SLAs based on status, time elapsed, and other criteria to ensure timely responses and resolutions..

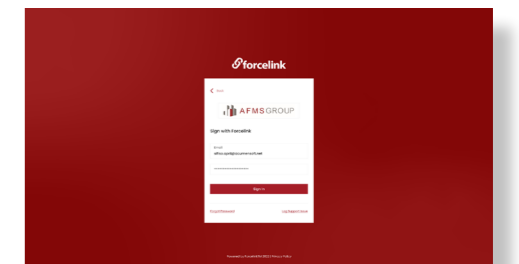
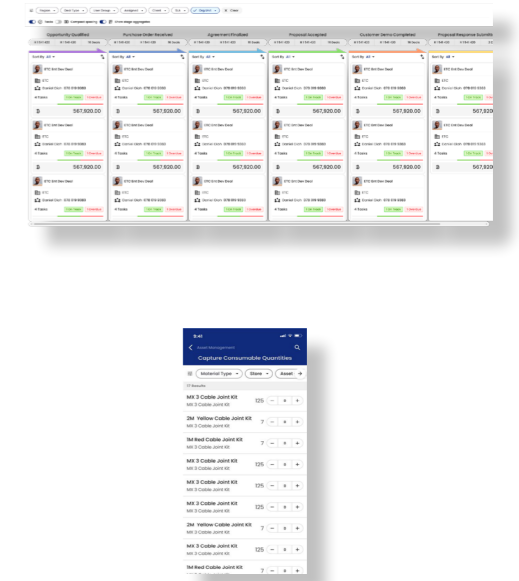
## Customer Relationship Management

Comprehensive customer relationship management features including a detailed customer register, geographic mapping of customer addresses, and the ability to capture customer engagements and interactions via mobile or back office. It facilitates call taking, manages service level agreements, and oversees customer invoice management. The module features a mobile and web-based customer portal for issue logging and progress tracking, supports automated feedback notifications via SMS or email, and provides real-time tracking of field resources on a map. Additionally, it includes bulk messaging capabilities for campaigns and leads, and sales pipeline management using a Kanban tracker.

## Customer Portal

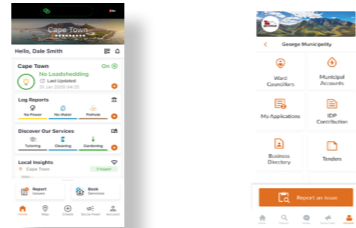
Organisation-specific, configurable customer portals provide users with a simple, intuitive web app to access your back-office system. Customers can log requests, apply for services, submit applications, transact from their digital wallet, make suggestions, and access relevant information in one central place.

The portal also allows users to capture issues using photographs and GPS coordinates, and to log emergencies quickly and seamlessly, ensuring accurate reporting and faster response times.



## Customer App

While Forcelink offers organisation-specific, white-label customer portals, My Smart City, was developed as a free-to-use public customer app designed to connect the general public directly to councils and service providers. It acts as a ready-made customer interface that can integrate with any client's back-office system. Through the app, users can log service requests and emergencies, apply for services, complete applications, submit suggestions, and access relevant information. Issues can be captured with photographs and GPS coordinates, ensuring accurate reporting and faster resolution

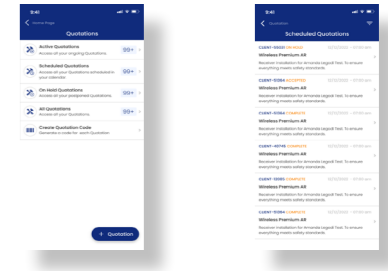


## Contracts Management

Efficiently handles the registration and management of customer and supplier contracts. It tracks contract start and expiry dates, including provisions for extensions. The module also manages contract process workflows and statuses, and includes a detailed bill of services. Additionally, it supports the linking of relevant documentation such as signed contracts and terms & conditions.

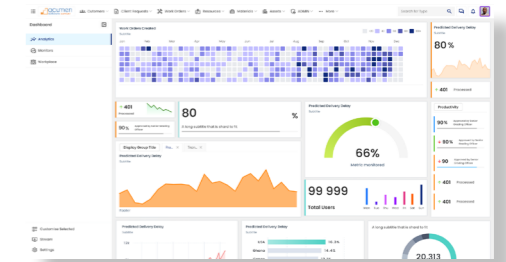
## Billing Management

Facilitates accurate billing by validating charges against customer and supplier contracts. It enables the generation of invoices for work completed, supported by documentation from the Work Management module. The system can include a detailed Bill of Quantities and features configurable invoice processing workflows that manage the approval and processing steps efficiently.



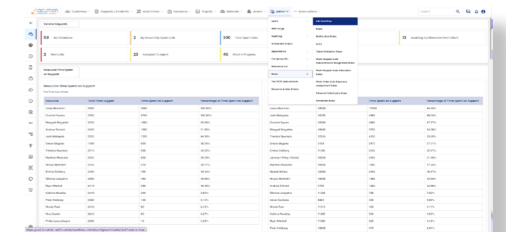
## Dashboards and Reporting

Real-time dashboard creation with customisable KPIs, gauges, tables, and charts. Users can generate ad-hoc reports and access standard formatted reports for different modules, including task reports for proof of work. The system supports report scheduling with automated distribution and integrates seamlessly with external Business Intelligence tools for advanced analytics.



## Administration Management

Comprehensive system customisation and configuration. Users can tailor the appearance of the system to match each client's branding, add reference data accessible across the platform, and apply custom labels to modules, menus, forms, and data fields. It offers flexibility in configuring dashboards, spatial map layers, and business rules to adapt the system's behaviour per application. Additionally, administrators can set global settings such as regional language preferences.



# OUR CLIENTS



## OUR CLIENTS



**Khaya Mbanga ,**  
Group Digital Transformation & Technology Director, Servest

“Servest utilises Forcelink as one of our key digital optimisation tools within Integrated Solutions. This includes deployment for Facilities Management at clients such as 1 Military Hospital and Nelson Mandela Children’s Hospital. Forcelink is also used for the management of Rental Assets in our Office Services Division as well as our IT Help Desk Management.

We find Forcelink to be configurable, flexible, and rapid to deploy, thus assisting us to be highly responsive to our client’s requirements.”



**Gert Olivier,**  
Chief Operations Officer, SSG Holdings

“We implemented the Acumen Software Forcelink System in 2014 originally to manage the facilities of Cell C across the country, since then we have implemented the system to manage the Client Representative Questionnaire’s as well as the maintenance of Refrigerators and Air Conditioners at Boxer. Forcelink is used for call taking, work management asset management and reporting.

Forcelink is a highly functional and flexible system which means that we are able to meet all of our client’s requirements and we are able to deploy the system rapidly as we win new clients



**Felicity-Ann Bell,**  
Head of Quality, AFMS Group

“Forcelink is used throughout the business from call center agents and procurement officers to technical maintenance and soft services resources, as well as sub-contractors. Using the tool to performance manage our contracts through SLA compliance and data analytics.

Forcelink is a locally developed and robustly integrated system providing easily configurable solutions that suits our agile and flexible approach to service delivery that meets our clients’ expectations.”

# Contact us

[Request Demo](#)

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## Forcelink Website

[www.forcelink.net](http://www.forcelink.net)

[www.forcelink.net/solutions-forcelink](http://www.forcelink.net/solutions-forcelink)

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