Doing More with Less
Forcelink mobile workforce management software

Key Benefits

Increase Productivity Improves speed and accuracy of work allocation to field resources

Improve Cash Flow Reduce administration, speed up estimating and sending quotes, faster invoicing

Improve Customer Service Improve customer communication using standard mobile technology, view and share status with multiple users

Reduce Administration and Operational costs Reduce field downtime, mileage and repetitive data capture and entry

Low Cost No upfront licence costs, low running costs, monthly payments, pay as you go and scale as you need

Accurate Reports Configurable and flexible reporting

Technology Choice Operates on Android, Symbian and Blackberry smart phones and tablets, SMS-based and WAP legacy versions available

Real-time Status See work status, field resources, customers on real-time maps, drag and drop assigments

Accurate Issue Diagnosis Instant feedback from work location

Highly Configurable Forcelink is flexible and configurable

Fully Supported and Updated Forcelink issues new functionality on a regular basis, and involves customers in the product development roadmap

Integration Forcelink is designed for integration, we have experience with direct integration (e.g. SAP PM, IS-u) and middleware, from simple uploads to real time web services

Informed by Expertise Forcelink is designed and developed by experts in work management systems, with deep domain knowledge from multiple implementations of enterprise software

About Forcelink

Forcelink is a mobile workforce management system that allows organisations to issue work electronically to their field staff and receive updates from the field, using mobile phones. Forcelink improves customer service, and reduces costs (20%+ productivity improvement, very rapid Return on Investment).

Forcelink is a fully hosted solution, making it extremely simple to implement and get started - all that is required is an internet connection, web browser, and smart phones for the field staff.

Forcelink is ideally suited for organisations that do any form of field work over large geographical areas. Typical industries include: Utilities, Telecoms, Public Works, IT Field Service, Asset Inspections, Facilities Management, Roadside Assistance and Maintenance Management companies.

Web Front-end

The Forcelink web front-end is your application to generate quotations, work requests, workorders and invoices and comprises several modules:

•   Customer Management
•   Resource Management
•   Materials Management
•   Work Management

From the front-end, users can maintain their customer and resource database, maintain stock levels and perform all field work management activities, such as issuing of workorders to the field for execution and issuing work requests or quotations for estimations/inspections.

The front-end also tracks all actual information captured from the field, such as:

•   Details of work performed
•   Actual materials used
•   Actual labour used
•   Actual mileage travelled per shift and per workorder
•   Fault causes

The front-end uses Google Maps to allow the subscriber to track the position of resources, customers, workorders, work requests and quotations on a spatial platform, as well as perform functions such as work assignment, create workorders/work requests/quotations/customers, and cancel/reallocate work assignments.

Mobile Application

The Mobile application in Forcelink is used by Field Resources in order to receive workorder information and to provide work feedback, as well as making themselves available/unavailable for duty.

The Forcelink Mobile application has the following key features:

- Set available/not available for duty
- View allocated workorder/quotation/work request list with all of the details (including customer, location, details of the work to be done)
- Accept/Reject work (with reject reason selection)
- Workorder/Quotation/Work Request Progress feedback
- Milestone Feedback (ETA, ETR, Completed, etc.)
- Resource tracking GPS (mileage calculated per workorder and per shift)
- Ability to work off-line when there is no network coverage
- Routing using GPS navigation software on the phone
- Workorder Technical Feedback
- Materials Management
- Request Additional Resources
- Bar code and photo capture
- Asset management history and asset hierarchy on the mobile device
- Asset and document annotation in the field (redlining)
- Routing (via instructions or on Google maps)
- Invoicing from the field
- Inspection check lists

Forcelink operates on Android, Symbian and Blackberry smartphones and tablets. Forcelink has legacy WAP and SMS versions with standard functionality except GPS tracking and offline working.

Security Company

- Security operations and consulting.
- Customers include corporates, retailers, banks etc.

INDUSTRY
Security services

REGION
Ireland

GOALS
- Improve Customer Service
- Reduce Operating Costs
- Improve Productivity

SPECIFIC CHALLENGE:
PROPERTY INSPECTIONS
- Enable mobile field personnel with real-time mobile operations management
- Carry out highly reliable field surveys within tight timeframes
- Implement system within short time scale
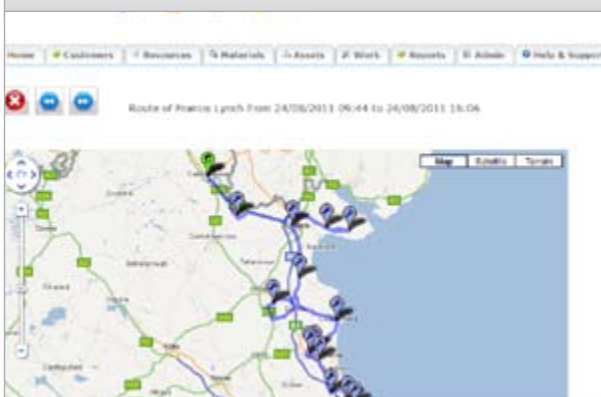- Integrate with existing systems

BENEFITS
- Automated Processes
- Improved Inspection Data
- Off-the-shelf Low Cost Solution
- Implemented On Time and Below Budget
- Return on Investment in 3 months

The client, a highly successful security group, with 1000+ staff, required a mobile operations management solution to automate a bi-weekly property inspection project, capturing property status information, location etc. for insurance purposes. The solution had to be capable of scheduling and viewing work graphically, recording statuses, images etc. in the field through defined check-lists, providing a complete audit trail of activity and time and attendance, and be deployed on inexpensive devices.

Feature	Benefit
Workforce/Resource Management	Improved efficiency of field resources, 50%+ productivity improvement on jobs
Administration and reporting	80% reduction in administration costs
Meet Regulatory Standards	Meets time and attendance reporting and audit standards for 3rd party insurers
Rapid Implementation	Lower Costs, quicker installation – SaaS subscriber model meant no capital costs
Integrates with legacy and future systems	Protection of past and future IT investments, export of data from Forcelink via standard formats
Scalability of Solution	Allows customer to expand usage as required, no practical limit on field resource numbers

Full audit trail of inspection routes recorded on Google Maps

Inspections recording the details of each location and an associated photograph

Case Studies

Power Distribution Utility

- Electrical Distribution Utility established in 2000 from amalgamation of 11 different municipalities.
- 400 000 customers, 300+ technical field resources.

INDUSTRY
Electrical Utility

REGION
Johannesburg Metropolitan area, Gauteng Province, South Africa

GOALS
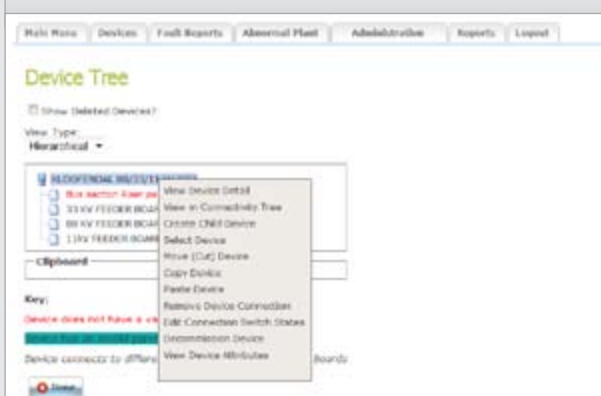- To improve and validate the network model – connectivity and asset attributes

SPECIFIC CHALLENGE: NETWORK
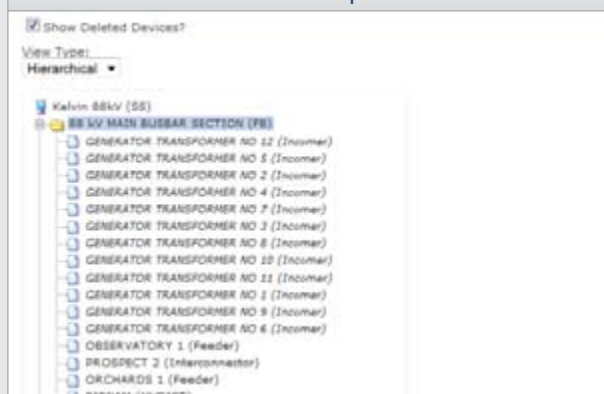- Maintain an accurate network model while network and infrastructure operations are ongoing

Forcelink was implemented to automate the process of network and asset data collection. The utility customer network verification team uses Forcelink to check and update the network connectivity and asset data. Forcelink is integrated with two critical systems – the Fault Reporting system and the SCADA (network telemetry and control) system. Future integration will be to the GIS system, to improve the accuracy of coordinates of assets which were not GPS'd in the past, and to SAP PM, to improve the plant maintenance asset database and financial asset register.

Feature	Benefit
Real-time updates to asset database	Information captured in the field updates the network model/asset database directly, avoiding inaccuracies caused by re-capturing the data off paper.
Structured data	Wherever possible, values are selected off drop-down lists, making capture faster and data more accurate. Changes in the capture format or drop-down list values can also be applied to the field devices instantly, making it possible to improve the capture sheet format as the data comes in.
Two-way updates	Both changes made in the field and changes made by the back-office data capture/cleanup team are applied in both directions in real time, avoiding issues where two teams capture conflicting versions of the same information
Workflow automation	Defects found in the field during the asset inspections directly trigger work orders from the field, ensuring that the information on defects is not lost and that they are attended to promptly.
Improved location information	Actual GPS coordinates in the field are used to update the asset register, and asset addresses are looked up from Google, thus giving up-to-date street addresses for the asset database.

Asset list from a Substation and Switching Station

Inspection items the network verification teams need to complete

IT Company

- IT sales, service operations and consulting.
- Customers include corporates, retailers, manufacturing, services etc., built and operates National Traffic Information System (eNaTIS) project on behalf of the National Department of Transport and the nine provinces.

INDUSTRY
IT sales and services

REGION
South Africa

GOALS
- Improve Customer Service
- Reduce Operating Costs
- Improve Productivity

SPECIFIC CHALLENGE: FIELD SERVICE
- Shorten invoicing process
- Implement system within short time scale
- Seamless integration to Call Take system (Remedy)
- Enabling Technicians on Mobile for Real-Time Feedback
- Tracking of Technician Movements

BENEFITS
- Automated Processes
- Off-the-shelf Low Cost Solution
- Implemented On Time and Below Budget
- Return on Investment in one month

The customer is a successful IT services group, with 200+ staff, 1,000+ sites nationwide and 16 sub-contractors. The customer required a mobile operations management solution for field service, predominantly for hardware engineers. The solution had to be capable of integration with their Remedy call take system, scheduling and viewing work graphically, recording statuses etc.

Feature	Benefit
Workforce/Resource Management	Improved efficiency of field resources productivity improvement on job completions
Administration and reporting	50% reduction in administration costs
Improved cash collection	Payment cycle improved, shorter time to issue invoices
Rapid Implementation	Lower Costs, quicker installation – SaaS subscriber model meant no capital costs
Integrates with legacy and future systems	Protection of past and future IT investments, export of data from Forcelink
Scalability of Solution	Allows customer to expand usage as required, no practical limit on field resource numbers

Full audit trail of routes recorded on Google Maps

Standard SLA tracking and alarming

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