

Mobile Workforce Automation

News

Efficiency Gain - Mobile Workforce Automation

When the economic climate demands greater efficiency and productivity from your workforce, and one of the greatest opportunities for increased efficiency lies with organisations that utilise mobile workers. Typically, mobile workers get little help from the hundreds of billions invested in ERP, SCM, CRM, and other enterprise systems. Recent advances in handheld computers and the emergence of high-speed wireless networks has laid the groundwork for tying everyone into your information systems—any time, any place. Imagine empowering mobile workers by extending your automated workflows out to wherever their work takes them.

What are the Benefits?

Mobile Field and Mobile Plant Workers link into back-end systems and reshape business processes for greater efficiency in servicing equipment for customers or on production lines. Technicians use handheld devices to access equipment maintenance histories, repair instructions, and parts availability. Field service engineers receive and respond to new service requests, record time and materials, order parts, and document customer approval.

Mobile Workforce Automation using PDA technology - Data is collected and received in real time to speed ultimate service completion and to allow faster and more accurate invoicing for services - revenue leakage is virtually eliminated.

More efficient scheduling

The back-end system has access to up-to-the-minute call completion times, newly received work orders, and remote data sensor alerts that predict imminent equipment failures. This information enables efficient allocation of field resources. Based on real-time information, the service team's schedules can be revised during the day—when calls are finished early or emergency service requests come in midday. Enhanced scheduling efficiencies can reduce repair times and lower costs through improved productivity. The systems even track receipt of messages by field personnel and provide warnings of non-delivery. Thus, the field force can handle calls quickly and reliably.

Reduced paperwork and reporting errors

Technicians can easily update work-order status and record what work was performed as well as start and finish times. Because data is checked as the technician enters it into the handheld device, accuracy is improved and duplicate data entry is eliminated.

Reduced administration

Workers in the field can generate new work orders or assign outstanding work orders directly. Work-order processing is simplified because transactions are electronic and can be routed automatically through the workflow. Some updates can trigger further action such as new work orders, the purchase of additional equipment, and followup by sales representatives.

Greater management control

Real-time information and greater accuracy can improve management control over the technicians's schedules and faster resolution of problems.

Integrous provides a remote data management solution called iData PDA. For more information please follow this link:[iData PDA \(Remote Data Management Solution\)](#)

[Back to main News Archive](#)