**The most efficient cloud solution** to manage mobile workforces in the field

*“By 2020, almost 70% of large companies that carry out field services will provide their technicians with mobile applications that ultimately drive profit through a much improved efficiency and a significant increase in client satisfaction.”*

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  - Results and Experiences
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Task4Work
Field Service Management

## The “Field Service Management” Problem

- ☑ Companies with the need to manage **complex operations** in dispersed and scattered **locations**.

- ☑ Companies with day-to-day operations that greatly impact their **profits and losses,** services provided and clients’ satisfaction.

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# What Challenges do these Companies Face?

- ☑ Workers on the field executing jobs assigned to them:
  - ...with different complexities
  - ...in different locations and on different shifts
  - ...for clients with varying SLAs
  - ...that require particular skills and resources
  - ...internal or subcontracted fieldworkers
- ☑ How to assign jobs and to whom?

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# What Challenges do these Companies Face?

- How to monitor the status of the current job?
- How to provide key resources at critical times?
- How to help those key resources make the best decisions?
- How to learn previous experiences to reduce errors?
- Where to get reliable, real-time information on outlined KPIs?

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# How Do Companies Organise Themselves To Complete Tasks?

- There are team leaders, by area or speciality, that assign jobs to the different fieldworkers under their supervision.

- They assign jobs by following criteria outlined in their service strategy to consider:
    - Priority, locations, urgency, etc.
    - Skills, tools, parts, etc.
    - SLA requirements
    - Planned preventive maintenance

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# How Do Companies Organise Themselves To Complete Tasks?

Both the responsibility of **assigning** and **carrying out the jobs are critical.** Not just for the company's profitable success but for improved day-to-day operations as well.

- **Increase** in productivity and efficiency.
- **Reduce** performance time and errors. Increase customer satisfaction.
- **Improve** and **facilitate** the learning curve.
- Provide **reliable** and **quick** information to make better decisions.

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Task4Work
Field Service Management

## What is Task4Work?

**Task4Work** is a **Field Service Management** application that introduces **intelligence**, **control** and **speed** to the management of your Field Workforce.

It allows for job-assignation management and optimisation and the execution of both planned and unplanned jobs to fieldworkers, providing them with relevant information in order to **make better decision** across the different levels within the organisations.

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Field Service Management

## What is Task4Work?

It is a **100% Cloud Application** that offers scalability, provides automatic updates, wipes out CAPEX investments and is based in Google Data Centres. Forget about:

- Storage
- Back-up
- Availability
- Security
- Admin
- Investments up-front
- Scalability

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# Why Task4Work?

- ☑ No initial investment required nor any hidden costs
- ☑ Based on Market Standards
- ☑ Extremely flexible and 100% customizable
- ☑ Fast implementation and turnaround time to launch
- ☑ New releases quarterly

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Field Service Management

# Task4Work: **Some Real Results From Our Clients Currently in Production**

- ☑ 20% increase in the number of jobs completes each day by fieldworkers
- ☑ 40% reduction in the number of “dispatchers” required
- ☑ 15% improvement in the efficiency of certain complex tasks
- ☑ 100% SLAs maintained

Task4Work
Field Service Management

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Task4Work
Field Service Management

# Who Is Task4Work For?

## Field Workers:

- Optimise their time. Higher daily performance.
- Learning support. Error reduction.
- Access to resources, databases, expertise, etc..
- Increase their confidence when making decisions
- Greater motivation and results. Better incentives.

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# Who Is Task4Work For?

## Team, Area or Speciality Managers:

- Coherence and speed in the assignation of jobs
- Precise information about group members' performance results
- Real time visuals of each job and fieldworker's status
- The ability to manage larger groups

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# Who Is Task4Work For?

## Managing Directors of Operations

- Improved results: personnel reduction
  - More operation per operative (agenda efficiency)
  - Efficiency: reduced completion times and fewer errors
- Bespoke information to aid in decision making
- Easier implementation of strategy adjustments
- No more CAPEX, pay-per-use

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Field Service Management

# Who Is Task4Work For?

## Various Departments for Operations Support:

- For **IT**: Scalability, based on Google Data Centers,
- For **Accounts**: savings, no budget surprises, flexibility, no CAPEX.
- For **HR**: “Empowerment” tool for fieldworkers, training on the go

Task4Work
Field Service Management

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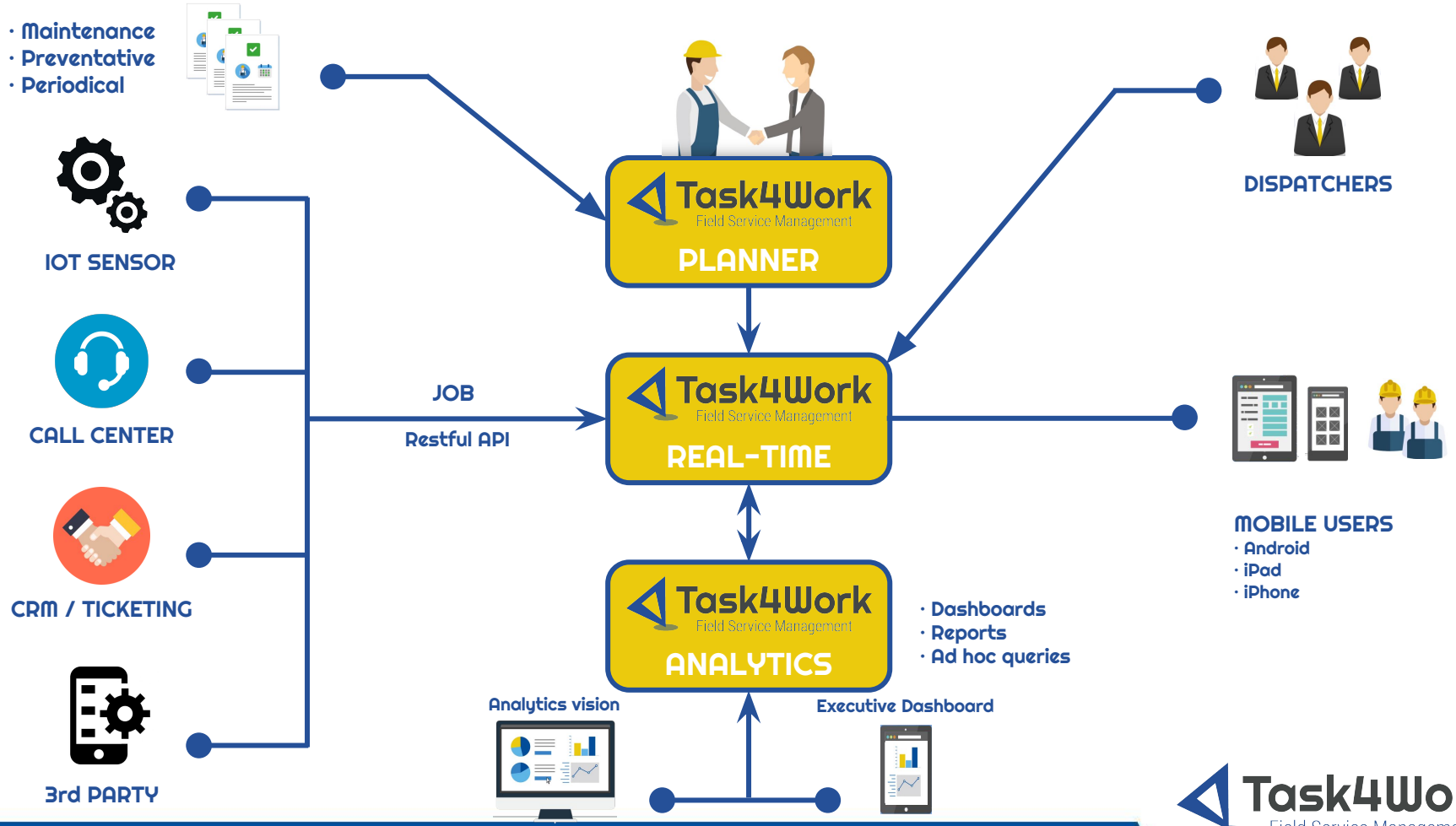
Task4Work
Field Service Management


· Maintenance
· Preventative
· Periodical
IOT SENSOR
CALL CENTER
CRM / TICKETING
3rd PARTY
Task4Work
Field Service Management
PLANNER
DISPATCHERS
JOB
Restful API
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REAL-TIME
MOBILE USERS
· Android
· iPad
· iPhone
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ANALYTICS
· Dashboards
· Reports
· Ad hoc queries
Analytics vision
Executive Dashboard
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# Task4Work **Planner**

The module for the planning of Maintenance, Preventative or Periodical Jobs uses an artificial intelligence algorithm.

- ☑ **Plan** your Maintenance Job in the most optimal way possible ahead of time for thw whole organisation.
- ☑ **Simulate** different planning options and choose the result that is best suited to your organisation..
- ☑ **Consider** important information such as fieldworkers level of occupation, amount of overtime permitted, geographical zones, skillsets, etc
- ☑ **Optimise** your fieldworkers' routes to reduce travel time

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Field Service Management

# Task4Work **Real-Time**

Field Service Management Cloud Platform that allows for the administration of both the jobs and the fieldworkers already executing jobs-at-hand.

- ☑ **Mobility:** better equip your fieldworkers with all the informations that they require via the mobile devices.
- ☑ **Real-time Control of all Activity:** 360º view of the statuses for all fieldworkers and jobs in real-time.
- ☑ **Job assignation optimisation** to fieldworkers' agendas.
- ☑ Geolocalisation and **route optimisation.**
- ☑ **Configurable:** Personalise the platform to adapt to your needs. Configure work orders, forms that need to be completed, information input, etc

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# Task4Work **Analytics**

Analytics Module of Task4Work that enable you to configure reports and dashboards that your organisation requires to improve its productivity.

- ☑ Suite of preconfigured **dashboards** that will allow for an in-depth analysis of your operations most common metrics.
- ☑ Create your own self-configurable **reports** and dashboards.
- ☑ Connect the Task4Work Analytics Module to other **data sources** in order to generate the reports that you need.
- ☑ **Share** the reports and dashboards with any Task4Work user.

Task4Work
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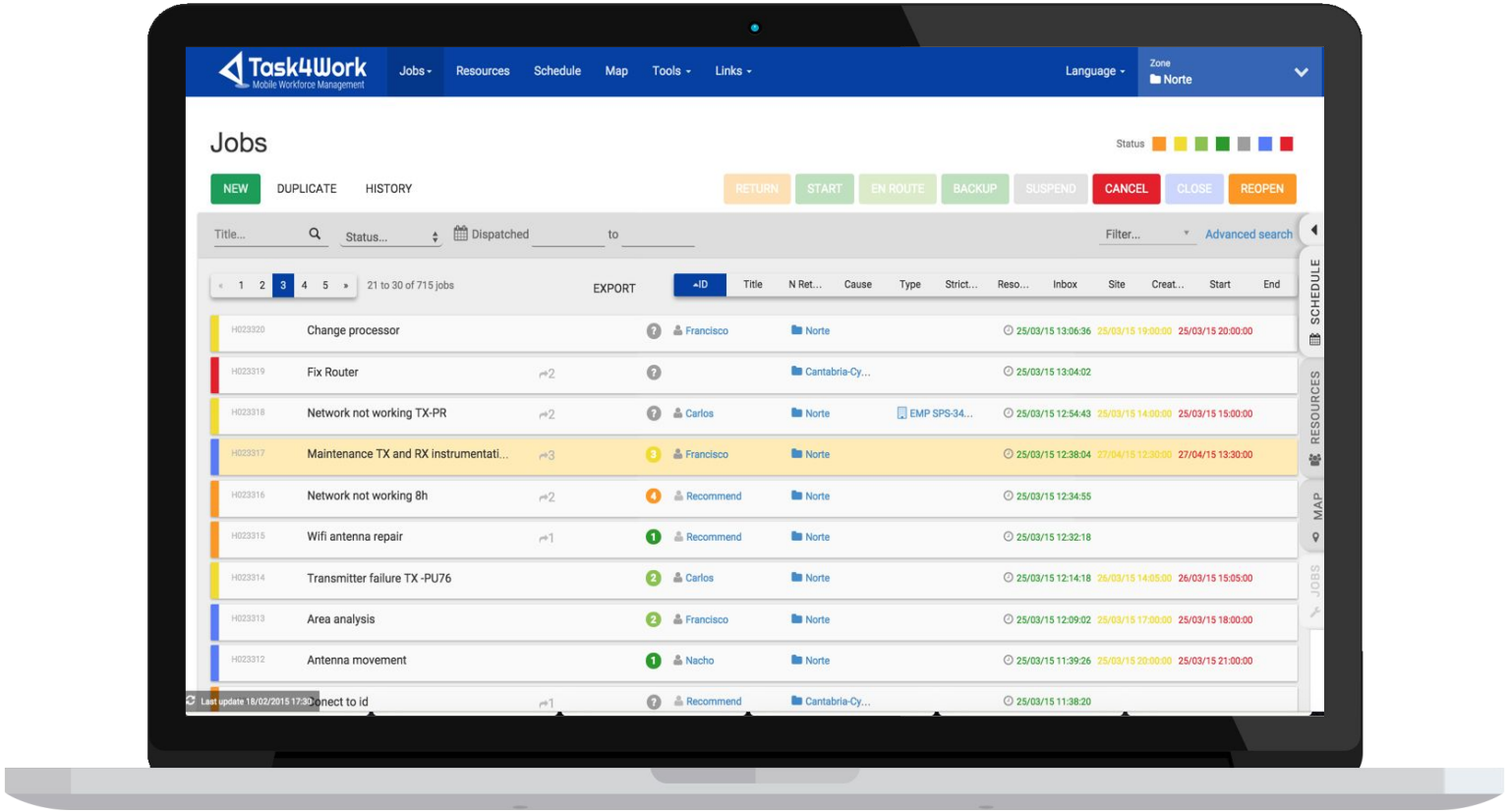


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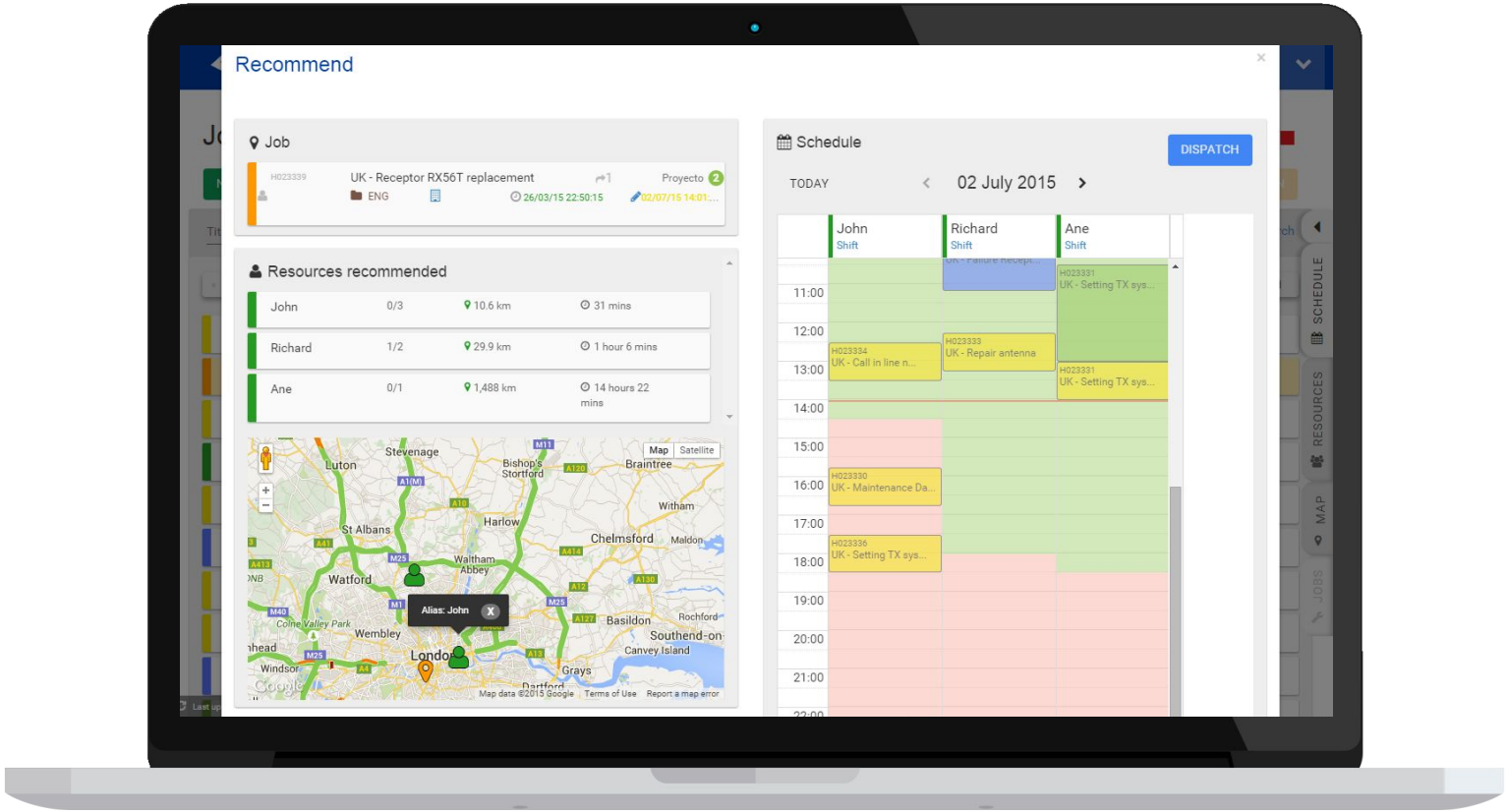


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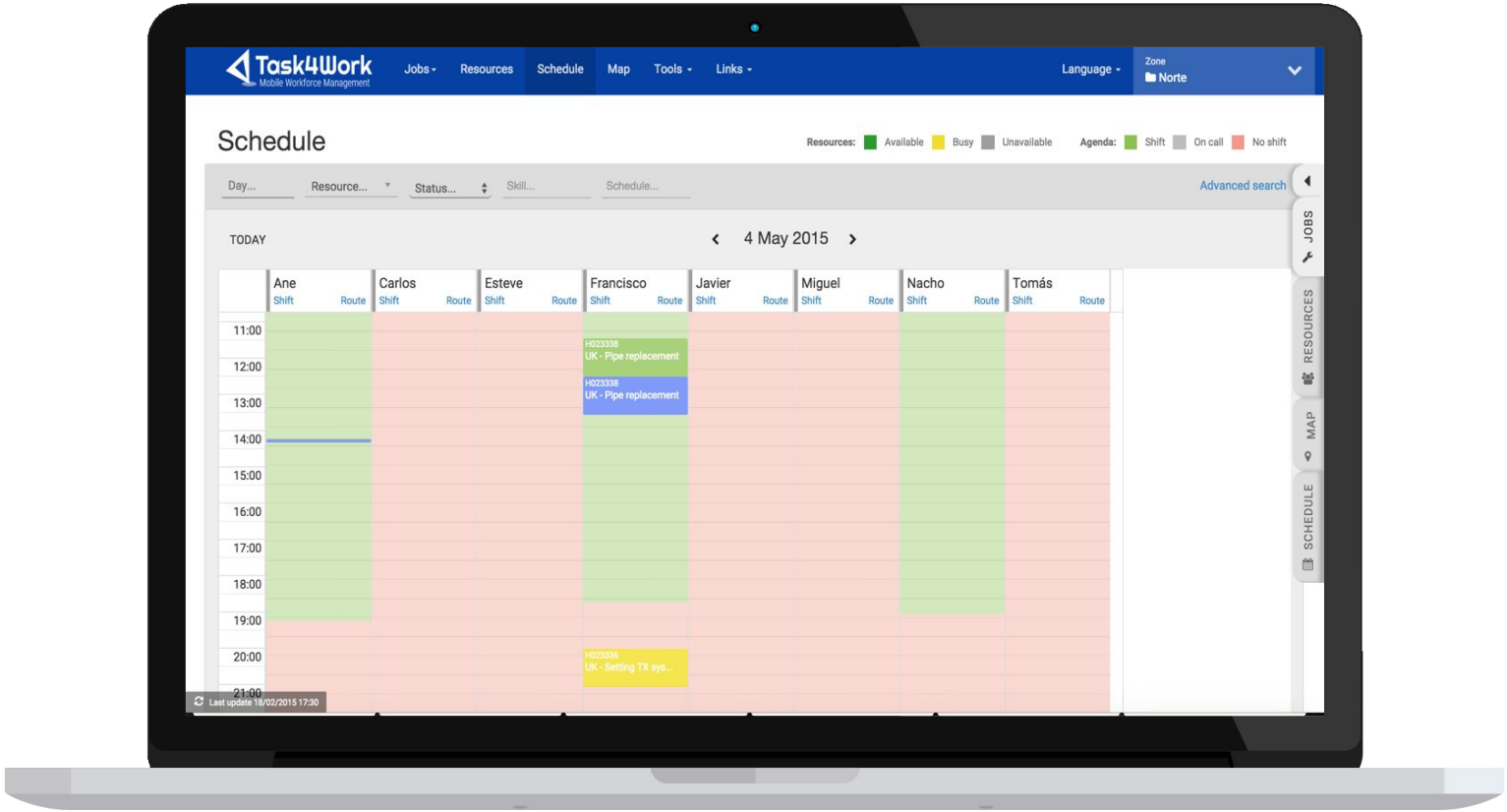


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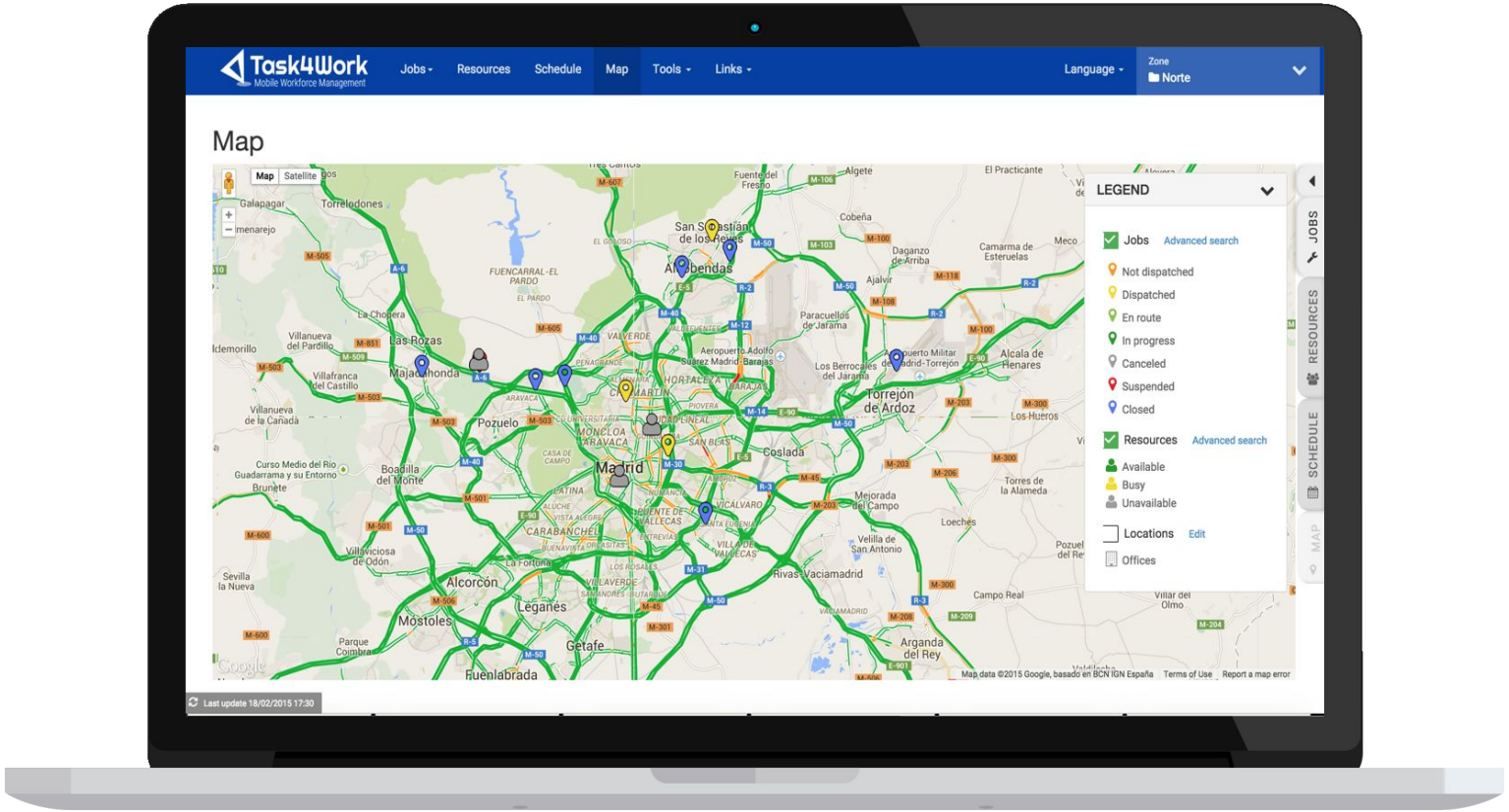


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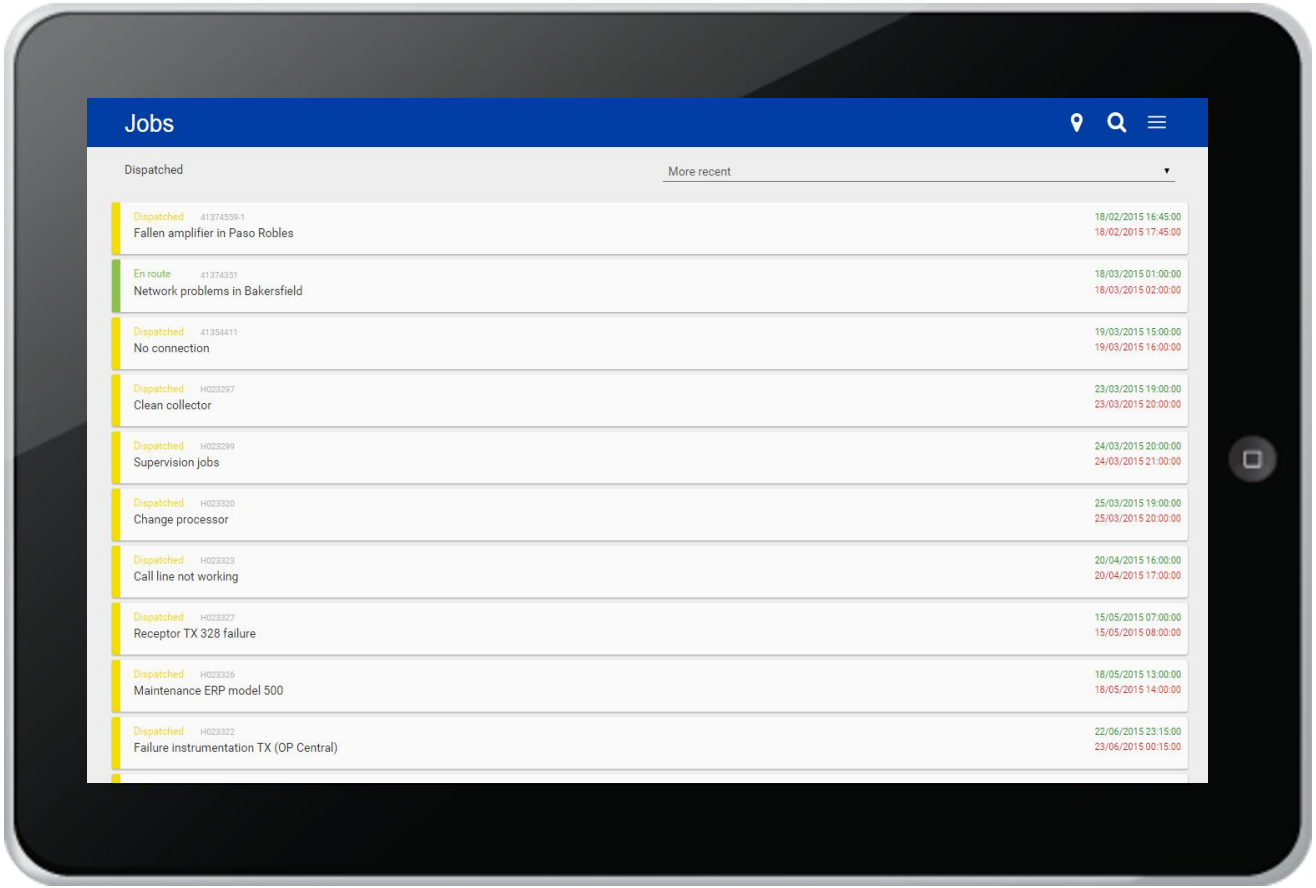


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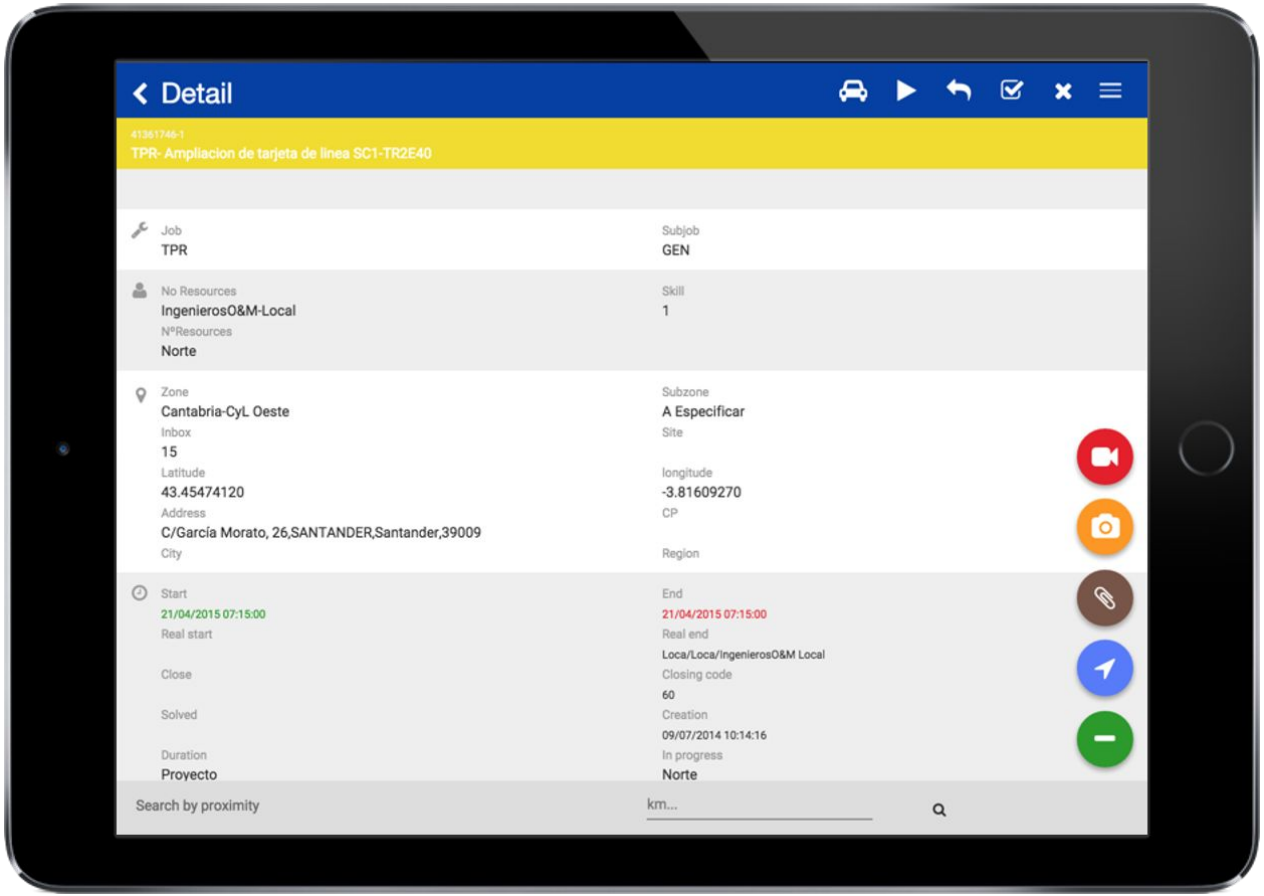


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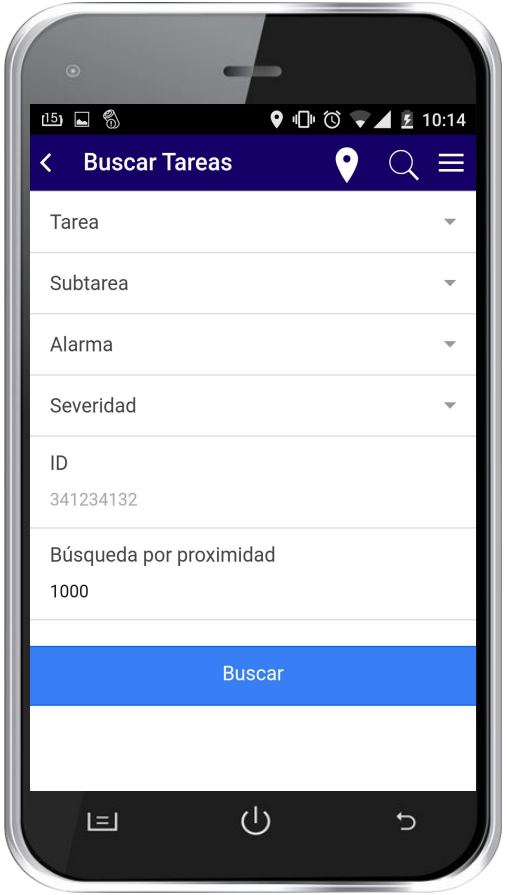


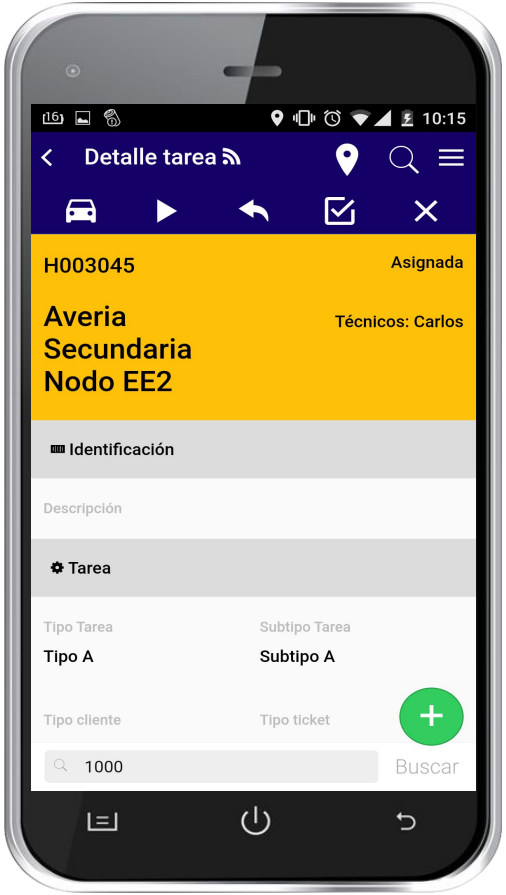


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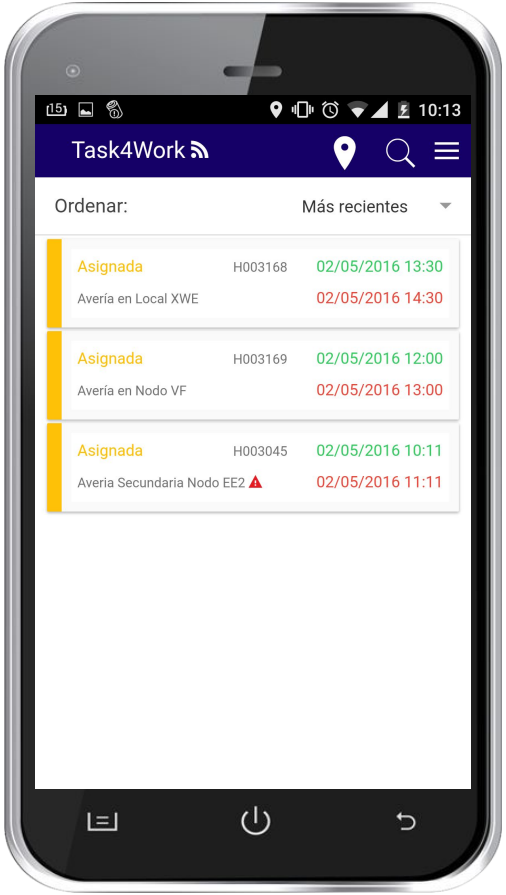

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*Indicadores acumulados mes*

| | Fecha Cierre April |
|---|---|
| 1. Contador actuaciones | 2,555 |
| 2. Contador Tecnicos | 222 |
| 3. Actuaciones por tecnico | 11.5 |
| 4. Tiempo ejecucion acum. (min.) | 305,399 |
| 5. Media ejecución por tarea (min.) | 119.3 |

**Zona-Organización**

(Todos)

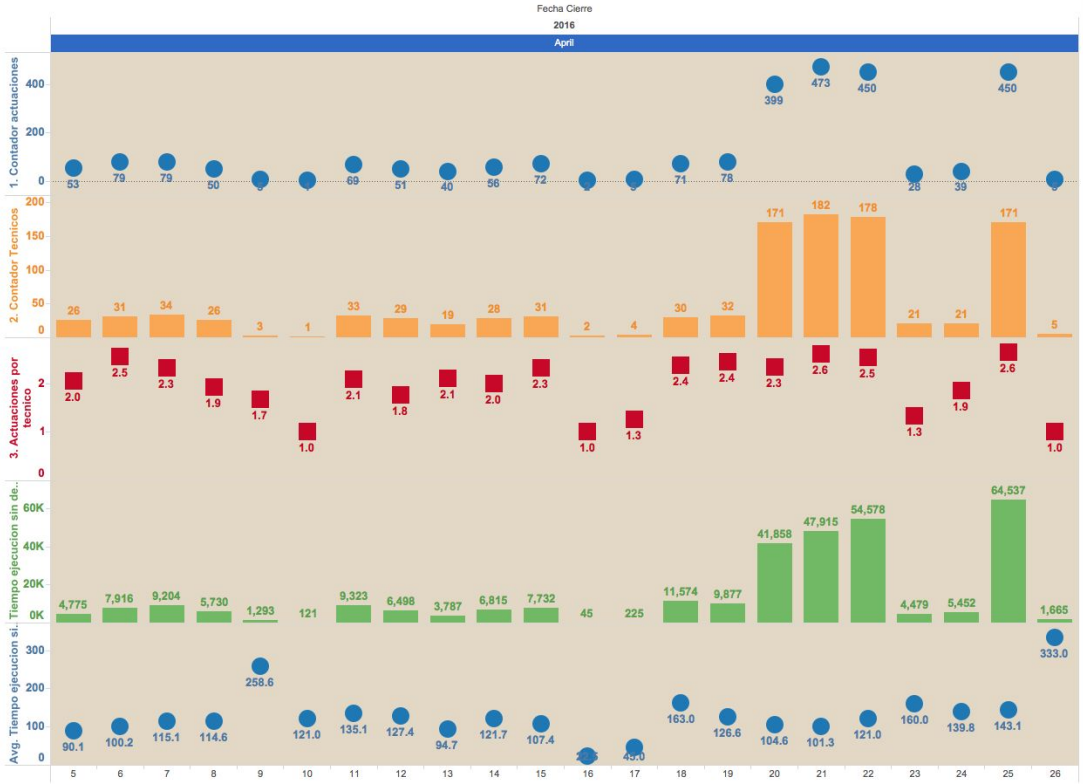
**Habilidades**

(Todos)

**Tipo de Tarea**

(Todos)

*Evolución indicadores día a día (tareas, técnicos, media por técnico y media ejecución por tarea)*




Management Scorecard with the agregated Key Indicators for analysis and decision making: “ number of jobs performed for fieldworker and day”

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# *Thank you!*

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