

**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.”

- ☑ **The “Field Service Management” Problem**
- ☑ What is Task4Work?
 - Goals
 - Results and Experiences
- ☑ Who is it for?
- ☑ The Solution
- ☑ Task4Work at a glance

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.

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?

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?

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

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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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-assignment 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.

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

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

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

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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.

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

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

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

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- Maintenance
- Preventative
- Periodical



IOT SENSOR



CALL CENTER



CRM / TICKETING



3rd PARTY



Task4Work
Field Service Management
PLANNER



DISPATCHERS

JOB
Restful API

Task4Work
Field Service Management
REAL-TIME



MOBILE USERS

- Android
- iPad
- iPhone

Task4Work
Field Service Management
ANALYTICS

- Dashboards
- Reports
- Ad hoc queries

Analytics vision



Executive Dashboard



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 the 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

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:** 360° 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

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.

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Jobs

Status

NEW DUPLICATE HISTORY

RETURN START EN ROUTE BACKUP SUSPEND CANCEL CLOSE REOPEN

Title... Status... Dispatched to Filter... Advanced search

EXPORT -ID

	Title	N Ret...	Cause	Type	Strict...	Reso...	Inbox	Site	Creat...	Start	End
HG23320	Change processor	1	Francisco	Norte			25/03/15 13:06:36	25/03/15 19:00:00	25/03/15 20:00:00		
HG23319	Fix Router	2		Cantabria-Cy...			25/03/15 13:04:02				
HG23318	Network not working TX-PR	2	Carlos	Norte	EMP SPS-34...		25/03/15 12:54:43	25/03/15 14:00:00	25/03/15 15:00:00		
HG23317	Maintenance TX and RX instrumentati...	3	Francisco	Norte			25/03/15 12:38:04	27/04/15 12:30:00	27/04/15 13:30:00		
HG23316	Network not working 8h	2	Recommend	Norte			25/03/15 12:34:55				
HG23315	Wifi antenna repair	1	Recommend	Norte			25/03/15 12:32:18				
HG23314	Transmitter failure TX -PU76	2	Carlos	Norte			25/03/15 12:14:18	26/03/15 14:05:00	26/03/15 15:05:00		
HG23313	Area analysis	2	Francisco	Norte			25/03/15 12:09:02	25/03/15 17:00:00	25/03/15 18:00:00		
HG23312	Antenna movement	1	Nacho	Norte			25/03/15 11:39:26	25/03/15 20:00:00	25/03/15 21:00:00		
2	Last update 18/02/2015 17:30	1	Recommend	Cantabria-Cy...			25/03/15 11:38:20				

Recommend

Job

H023339 UK - Receptor RX56T replacement Projecto
ENG 26/03/15 22:50:15 02/07/15 14:01...

Resources recommended

John	0/3	10.6 km	31 mins
Richard	1/2	29.9 km	1 hour 6 mins
Ane	0/1	1,488 km	14 hours 22 mins



Schedule

DISPATCH

TODAY

< 02 July 2015 >

	John Shift	Richard Shift	Ane Shift
11:00			
12:00			
13:00	H023334 UK - Call in line n...	H023333 UK - Repair antenna	H023331 UK - Setting TX sys...
14:00			
15:00			
16:00	H023330 UK - Maintenance Da...		
17:00			
18:00	H023336 UK - Setting TX sys...		
19:00			
20:00			
21:00			
22:00			

Schedule

Resources: ■ Available ■ Busy ■ Unavailable Agenda: ■ Shift ■ On call ■ No shift

Day... Resource... Status... Skill... Schedule...

Advanced search

TODAY

< 4 May 2015 >

	Ane		Carlos		Esteve		Francisco		Javier		Miguel		Nacho		Tomás	
	Shift	Route	Shift	Route	Shift	Route	Shift	Route	Shift	Route	Shift	Route	Shift	Route	Shift	Route
11:00	Available		On call		On call		Available		On call		Available		On call		On call	
12:00	Available		On call		On call		Available	Job: H023338 UK - Pipe replacement	On call		Available		On call		On call	
13:00	Available		On call		On call		Available	Job: H023338 UK - Pipe replacement	On call		Available		On call		On call	
14:00	Available		On call		On call		Available		On call		Available		On call		On call	
15:00	Available		On call		On call		Available		On call		Available		On call		On call	
16:00	Available		On call		On call		Available		On call		Available		On call		On call	
17:00	Available		On call		On call		Available		On call		Available		On call		On call	
18:00	Available		On call		On call		Available		On call		Available		On call		On call	
19:00	Available		On call		On call		Available		On call		Available		On call		On call	
20:00	Available		On call		On call		Available	Job: H023336 UK - Getting TX eye...	On call		Available		On call		On call	
21:00	Available		On call		On call		Available		On call		Available		On call		On call	

Last update: 18/02/2015 17:30

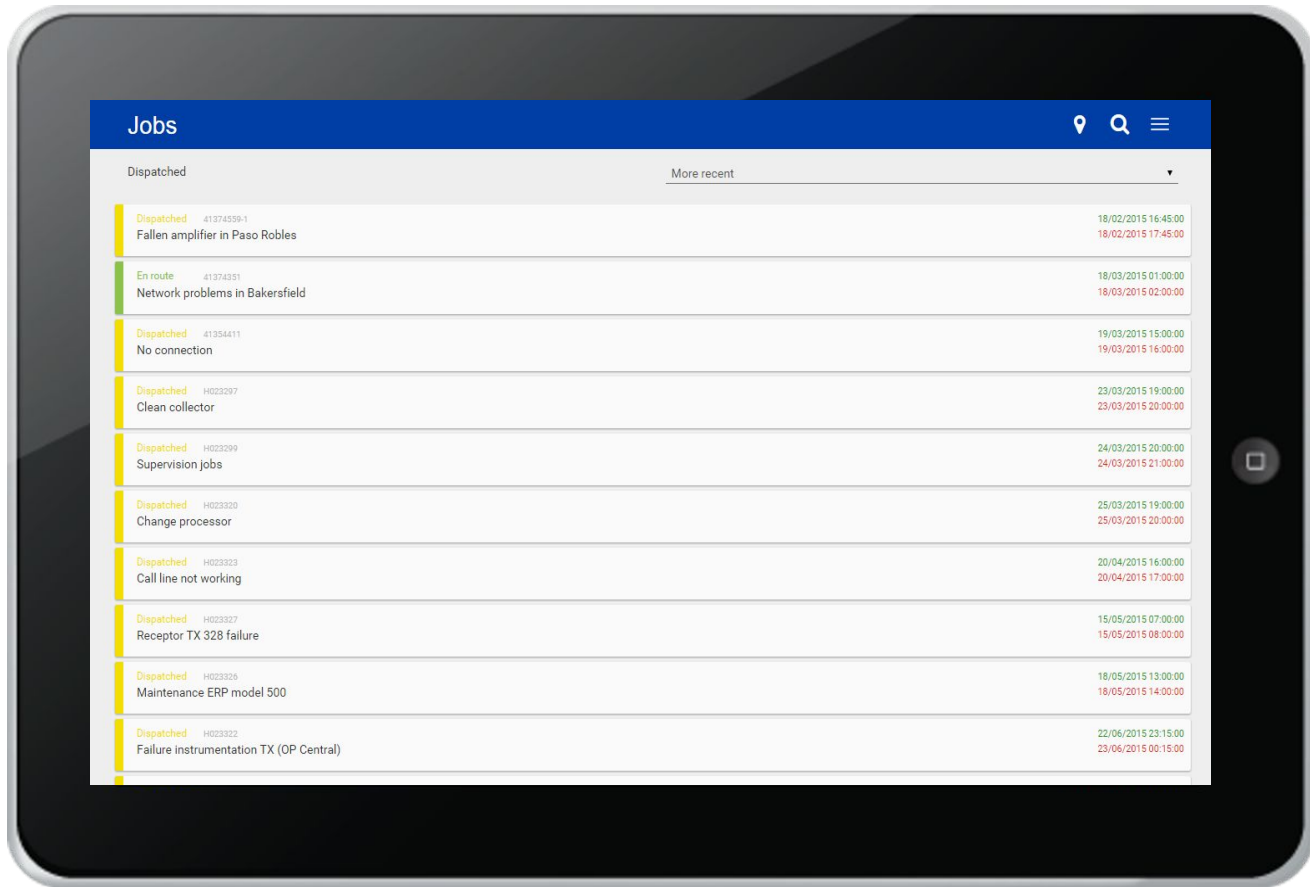
- JOB
- RESOURCES
- MAP
- SCHEDULE

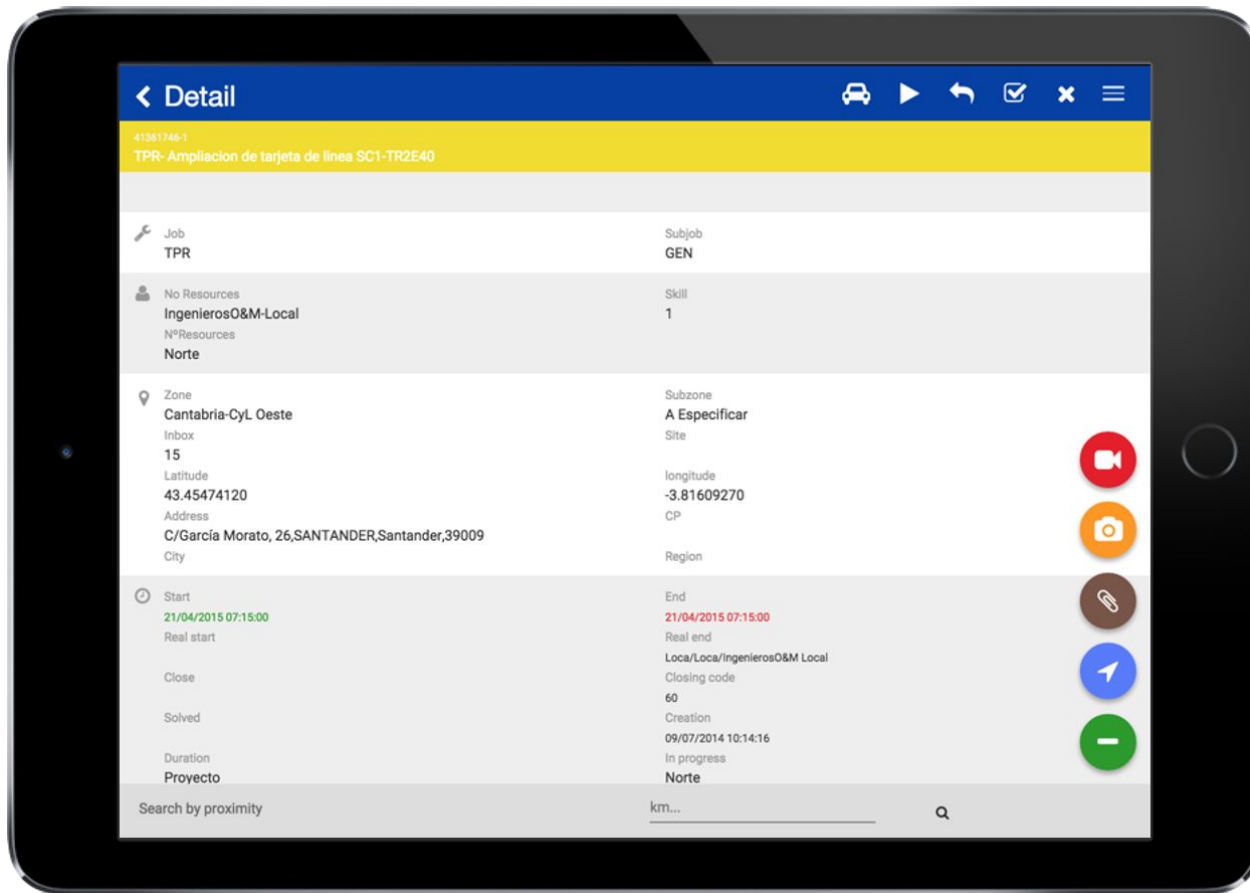
Map

LEGEND

- Jobs [Advanced search](#)
- Not dispatched
- Dispatched
- En route
- In progress
- Canceled
- Suspended
- Closed
- Resources [Advanced search](#)
- Available
- Busy
- Unavailable
- Locations [Edit](#)
- Offices

Last update 18/02/2015 17:30





< Detail

41381746-1

TPR: Ampliación de tarjeta de líneas SC1-TR2E40



Job

TPR

Subjob

GEN



No Resources

IngenierosO&M-Local

NºResources

Norte

Skill

1



Zone

Cantabria-Cyl Oeste

Inbox

15

Latitude

43.45474120

Address

C/García Morato, 26,SANTANDER,Santander,39009

City

Subzone

A Especificar

Site

Longitude

-3.81609270

CP

Region



Start

21/04/2015 07:15:00

Real start

Close

Solved

Duration

Proyecto

Search by proximity

End

21/04/2015 07:15:00

Real end

Loca/Loca/IngenierosO&M Local

Closing code

60

Creation

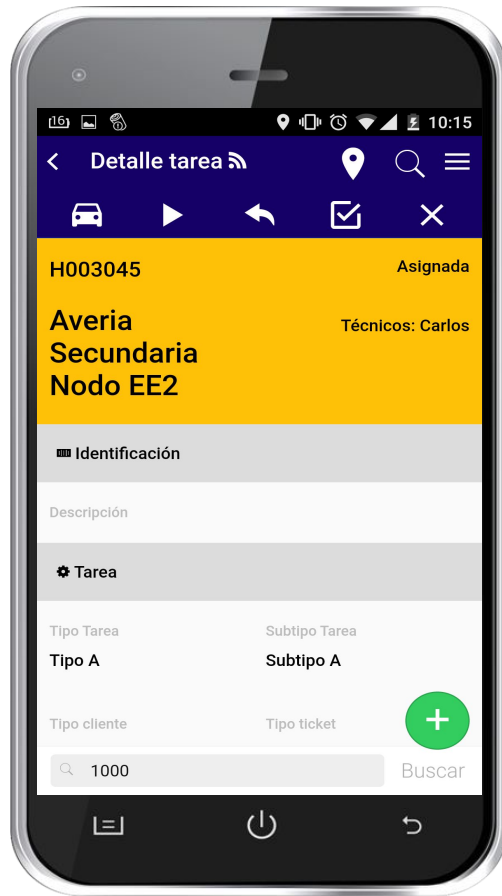
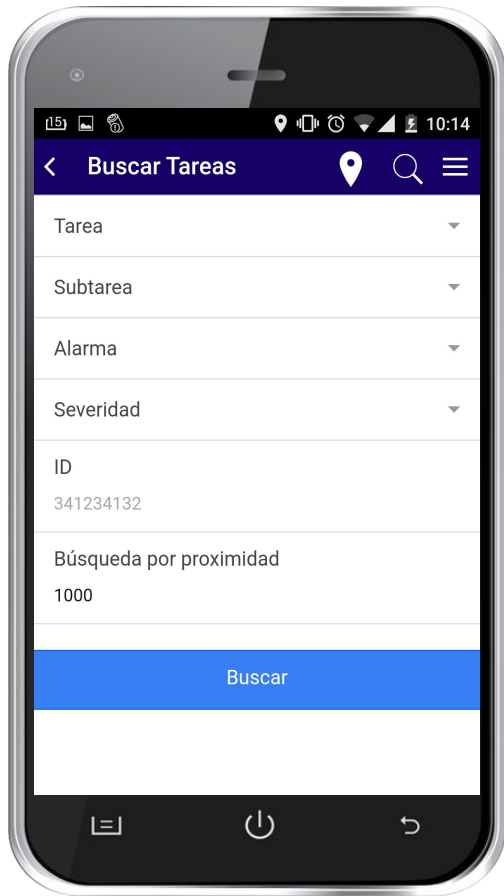
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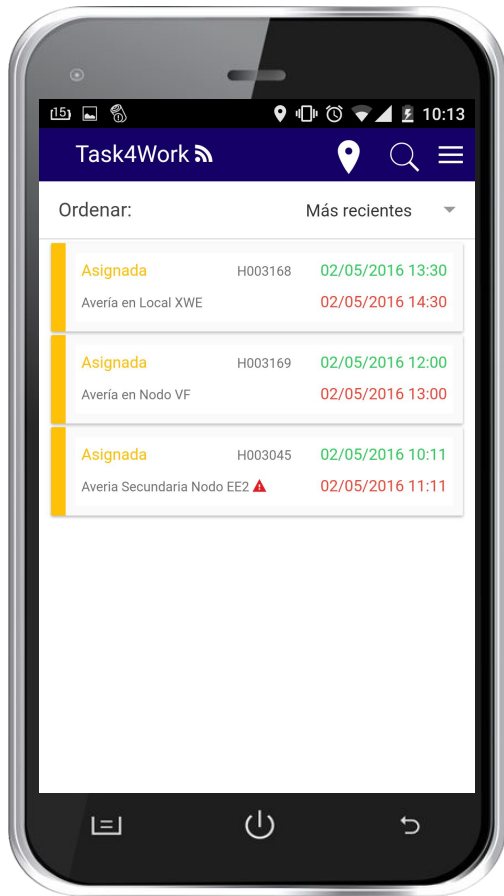
In progress

Norte

km...







Indicadores acumulados mes

Fecha Cierre
Abril

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

Zona-Organización

(Todos)

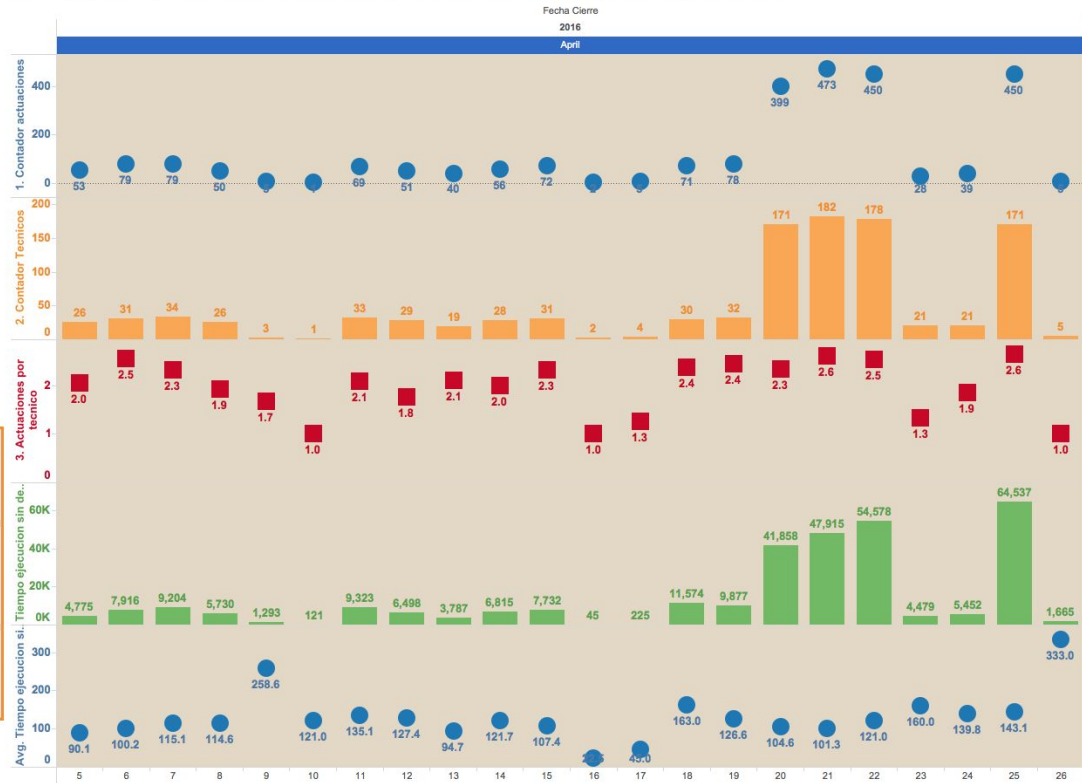
Habilidades

(Todos)

Tipo de Tarea

(Todos)

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



Management Scorecard with the aggregated Key Indicators for analysis and decision making: " number of jobs performed for fieldworker and day"

Thank you!