

Benefits of JobTrak



The JobTrak solution is a low cost field solution which is available to many industry sectors. If you are looking to enable your mobile workforce and realise the vast benefits, both financially and operationally, to your company and customers, then the JobTrak solution from CMS SupaTrak can provide you with a market leading, feature rich service.



There are many areas to consider when beginning to build a business benefits case for the introduction of a mobile data field application. Below you will find some of the questions that, if examined in detail, can help substantially to achieve a benefits case that will be accepted within your business.

The areas to explore are:

Workforce Overtime

Does the business operate on the basis that a percentage of the jobs/work done by the field operatives is carried out on overtime? There are many different ways in which this is implemented within businesses; it can be overtime as part of an annualised hours scheme, contracted each week, end of shift overruns, driven by exceptional volume of work or cover for leave and sickness absence.

Moving to the visibility provided by mobile data and job

status from the field allows the business to have a view of all work being done and as a result make much more informed despatching controller decisions. This can lead to improvements in utilisation and increases in productivity. It also allows management to have the capability to target field performance improvements and measures. Analysis can lead to change in processes to complement the field data based on the ability to compare performance at job level between individuals, teams and regions.

Workforce Utilisation

When businesses move from paper to live upload/download of information via mobile live data it gives visibility for the first time to dispatchers/schedulers/allocators of the five key areas:

Who	What	Where	When	How
Job status and the knowledge of which job each field driver/operator is working on provides the scheduler with all the tools necessary to make informed decisions and provide call takers with updates for 'progress chasing customers'.				

This typically results in:

Decreases in:

- Travel time
- Fuel consumption
- Vehicle servicing
- Work time

Increases in:

- Productivity
- Customer satisfaction
- First time collection/fix rate
- Correct resource to correct job

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If the organisation outsources elements of the work to partner contractors there is significant benefit to be had by moving to a live mobile data solution. Very often work is passed in paper format and the contracting field staff complete paper forms which are then manually entered onto corporate job management and financial payment systems. This typically leads to an average three day delay between job completion in the field and job completion entry on back end systems.

The organisation will inherit the same visibility of the contractor workforce as its own. Schedulers then have the whole picture with regard to work in the field which allows them to match resources where necessary with greater accuracy.

All of the benefits mentioned above in overtime and utilisation apply to contractor costs, with the addition of the potential to reduce material usage as well.

Administration Efficiencies

There are typically, in Despatch functions, long paper chains in place within non-mobile data organisations. This leads to headcount being employed at centres or depots to fulfil the manual data entry requirement.

With a live mobile data solution, the organisation has the opportunity to examine all its paper and work flows and grab the opportunity to reduce headcount, reduce manual data clean-

sing and improve/re-engineer the data processes and flows.



Operational Call Taking

Without visibility of work and job status in the field, most organisations will suffer from excessive 'repeat calls'.

Because of the lack of visibility to the call taker,

they are unable to provide up to date information to customers in regard to job update or reason for loss of service, appointment overdue and current status. The effect is normally a culture of "when in doubt send another resource out" and/or "tell the customer anything to get them off the line". The outcome is that call volumes remain high and staff numbers need to be maintained in order to cope with the volume.

With visibility of work in the field, call takers can provide the latest situation and the 'feel factor' of the organisation to the customer is greatly enhanced. Operationally, call volumes will significantly drop and result in the business being able to rationalise the number of call taking staff.

Operational Call Costs

With paper despatching processes and lack of visibility of field work, the end-to-end processes are dependant upon mobile phone technology to communicate. Typically mobile phones become the back up in the event of any data failure. If the end-to-end job management system also comes with 'messaging' then the drop in communication costs is even greater.

Messaging becomes the main method of communication for progress chasing and job detail changes. The introduction of live mobile data solutions running on mobile devices means a significant drop in the company communication costs.

Typically in deployments, there is an average saving in communication costs in the region of 50% to 60%. This is not just from despatch to mobile unit, but applies between call taking and despatch and within internal departments who now have the visibility of job and work status in the field.

Non Stream Work Activities

If there are other work activities carried out by specialist units there are savings to be had by migrating these units

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over to the mainstream work management system and also introducing these activities to the live mobile data application.

The ability to have the whole field workforce on one mobile platform engine and one field application bring economies of scale and if desired multi and cross-skilling opportunities. There may be additional benefit if these smaller business units have independent job management support that can be migrated to the mainstream.

Proof of Delivery

Organisations that carry out delivery of the goods to the customers' home or work addresses normally have paper delivery notes or sign for documents. A mobile data solution allows for this paperwork to be made redundant as customers acknowledge receipt electronically by entering their signature onto the mobile device.

Recent changes in UK and EEC legislation allow for this to be legally acceptable and companies are now accruing benefits from a reduction in paper production. The signature and name are captured onto the device and sent back 'live' with the confirmation of job completion details.

This enhances customer satisfaction, reduces data entry at return to base when traditionally completed delivery notes are entered onto corporate back end systems and, where appropriate, leads to increases in speed of billing/invoicing.

Pay, Billing and Proof of Service

Very often organisations suffer from delays in obtaining feedback from the field with regard to billing information, payment requirements and proof of delivery/service. This can lead to customer complaints and dissatisfaction in dealing with, or having the ability to respond to enquiries.

Mobile live data from the field enables organisations to bill on the same day based on the data from the field. It will also reduce the complaint volume and administration that lie behind the current paper processes.

Despatch and Call Taking Overtime

Many Companies currently support the call taking despatching functions with additional overtime given to these central or regional control staff. This tends to be in response to volume or cover during known high activity time slots.

The live data from the field reduces the need for overtime as a result of the greater real-time visibility and job completion/progress information. In some organisations this has led to as much as 40% to 50% reductions in overtime payments to control staff.

Duplicate and Abortive Work

With the reduction in call traffic and the end to end visibility there are significant savings to be made from the reduction in duplicate and abortive work. Every organisation with field teams suffers from this problem.

The savings can be spread across several areas including headcount, productivity, overtime, fuel costs and vehicle maintenance.

The average saving in total jobs raised can be in the 5% to 7% range.

Work is no longer raised on the basis of 'if in doubt send another resource out' but on the visibility and knowledge of what or is taking place. The percentage of work that is aborted is significantly reduced because despatching functions can see job history and customer requirements in 'real time' and ensure that first time job becomes first time fix.



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Complaint Management/Investigation

A large amount of time is spent within organisations processing the complaint procedures. This may involve investigation and obtaining statements from those involved and is delayed considerably by the lack of live data from the field. Those administering the process can be hindered by the delay in seeing information come back from the field and lack of knowledge causes problems when dealing with customer complaint telephone calls or correspondence.

With the introduction of live mobile data the complaint process can be greatly enhanced, particularly from a speed of response and can be centralised if still handled at local level. There may also be headcount reduction opportunities with the new data available.



Paper Process Reduction

Very often field operatives carry large amounts of paperwork in order to carry out their daily work routines. The introduction of mobile data can lead to significant benefit as the cost of paper production is removed from the process. Typically, the following are eliminated from the business and are incorporated onto the field device and application:

- o 2 or 3 Part Invoices
- o 2 or 3 Part Delivery Notes
- o Start of and End of Day vehicle check/health and safety lists
- o Manual Route Sheets
- o Collection Notes
- o Cash Receipt Notes
- o Manual Time and Attendance Sheets
- o Job Cards
- o Statutory Health and Safety Documentation

For further information please call us on **0844 477 4870** or visit www.supatrak.com