SERVICE SUITE MOBILE
First In The Field With End-To-End, Top-To-Bottom Enterprise Workforce Management

The Service Suite Mobile application provides technicians with the information, tools, and wireless capabilities to complete work on time, every time.

Challenge
Field technicians and crews require an integrated set of tools that provide a streamlined workflow, on-demand information, and seamless wireless connectivity to deliver optimal service in the field. Service organizations need to streamline costs and manage critical assets with a single platform able to accommodate differing groups performing different kinds of work.

Solution
With over 100,000 technicians using the system every workday, Service Suite is the Enterprise Workforce Management (EWMF) solution proven to provide a single platform to efficiently execute all types of field work. Service Suite Mobile innovates customer and asset care by transforming the way technicians’ process orders. Technicians are able to access customer and asset information, view maps, report work status, collect and validate results, and query enterprise applications for additional information— all wirelessly and in real-time.

With a powerful and flexible configuration capability, Service Suite Mobile is a user-friendly solution, streamlining the data-entry process and intuitively guiding field technicians and crews through a standard workflow that presents the information needed at each step of the work order. And with superior functionality, the application ensures technician workflow is not interrupted, regardless of whether technicians move in or out of coverage.

End-to-End Integrated Workflow

With real-time remote access to critical information such as customer account history, asset details, work history, infrastructure specifications and special promotions, Service Suite Mobile enables technicians to respond to customer queries, promote new products and services, tend to unplanned outages, and provide timely asset maintenance and inspection.
Key Benefits

Increase Efficiency in the Field

- Create a paperless environment for all work types from customer service to asset management, wirelessly equipping technicians and crews and automating the workflow
- Complete more orders per day per technician by ensuring technicians arrive at the right place, at the right time, with the right equipment for the job
- Reduce travel time with optimized routing offered by the Street Level Routing option
- Provide technicians with comprehensive asset and customer information, regardless of location or wireless coverage
- Improve overall efficiency of the entire workforce and business processes through easily modifying Mobile forms, validation rules, and host transactions as required

Increase Customer Satisfaction

- Meet customer commitments confidently with efficient workflow practices in a wireless communication environment
- Standardize field processes across the organization to create a consistent customer experience
- Decrease response time, reduce order backlogs, and eliminate missed appointments
- Avoid expensive multiple visits by providing technicians with access to customer, asset, installed services, and account history information as required

Increase Data Accuracy and Integrity

- Facilitate accurate transfer of information to and from the field with seamless wireless connectivity
- Reduce errors in data collection using auto-fill population, check boxes, pull-down lists, and validation rules
- Eliminate error-prone manual re-entry of order completion information at back office

Monitor Work Progress in Real-Time

- Encourage accountability of mobile workforce by ensuring enterprise visibility into field activities
- Track partial completion of long duration work
- Improve safety and security of technicians by monitoring dangerous jobs and ensuring immediate response to life-threatening situations
Distribute configuration files and software updates to mobile devices wirelessly

**Key Features**

**Automated Workflow Management**

- Technicians start their day from any location, without the need to report in to the main office or depot
- Daily work order details (e.g. priority, job code, address, scheduled time) sent wirelessly to the technician’s mobile device and updated automatically as new information is received
- Driven workflow guides crews through standard work processes
- Time-stamped order status (e.g. en route, on site, complete) and updates on the work performed sent to dispatcher from the application in real-time as order is processed. Updates can be provided using configured forms and attached files (e.g. digital photos)
- Technician work order management includes order re-sequencing, order suspension, order referral, and order acknowledgment

**Superior Wireless Capabilities**

- Uninterrupted technician workflow independent of technicians moving in and out of coverage
- Technicians switch between connected and disconnected mode without losing data or missing orders

**Usability**

- Built on Microsoft .NET framework for user-friendly look and feel
- Streamlined data entry process leverages drop-down menus, hot buttons, check boxes, customer defined pick lists, and auto-fill field population
- Task-centric, context-sensitive tool bars and tabular display of available functions and features (e.g. Order Summary, Host Inquiry, Fleet Status)
- Configurable forms easily modified to adapt to changing business processes
Global Positioning System and Mapping

- Geographical view of work area, enabling technicians to process orders, obtain driving directions, find locations, and view asset information (in conjunction with Service Suite Mobile Mapping)
- Map View Interface delivers seamless integration with third party map viewers

Software Distribution

- Distribution of configuration files and software updates wirelessly to remote mobile devices, eliminating time consuming and costly manual updates
- Minimized network connection costs and technician downtime using intelligent file updates, compression, and file differencing
- Checkpoint restart and segmented file delivery address wireless environment issues