



What it is:

MobileWorkerFlow optimises mobile working situations in busy organisations, connecting non-office-based employees with the central-office ERP/CRM so that they are fully integrated as part of a workflow management system.

The term '**mobile working**' covers a multitude of situations where personnel partly, or mainly, operate in non-office locations – e.g. working from all kinds of vehicles, outdoors, across multiple sites. Mobile working is becoming increasingly commonplace in many business sectors. It's forecast that, in only two years from now, 50% of the UK workforce will be classed as 'mobile'.



Office-based staff monitor mobile workers' movements via GPS.



Client's existing ERP & CRM systems are linked to the MobileWorkerFlow Message Gateway.



Essential work information is sent to mobile workers' hand-held devices, scheduling their allocated tasks for the day.

How it works



Incoming data from mobile workers can be acted upon immediately whilst they continue with their work schedule.



Then record job information, transmitting to base for immediate action.



Mobile workers carry out each scheduled task.

Features and Benefits:



Helps to optimise the efficiency of mobile-worker activities, connecting them into the organisation's workflow – making the process faster, smoother, more productive, easier to co-ordinate and more profitable



Enables office-based and mobile staff to send and receive mission critical information, in real time, using centralised systems, state-of-the-art hardware and standard or part-customised forms



Significantly reduces time and costs involved with: admin; phone calls/messages; emails; postage; printing/photocopying; central-office

co-ordination; downtime due to constant return visits to base for work updates



Helps to close sales or relay time-critical information during off-site visits – allowing instant capture and transmission of orders and data, complete with customer/third-party signatures



Allows head-office viewing of all mobile activities in one place, in real time – helping to optimise the planning, work-scheduling and logistics involved with mobile workers' activities and tasks – assuring viability of calls, estimating ETAs and confirming arrivals

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MOBILEWORKERFLOW



Real-time rescheduling helps to counter disruption caused by staff sicknesses, hold-ups and customer cancellations, reducing missed, ineffective and late appointments – allowing for emergency call-outs whilst avoiding disgruntled customers and delays that might lead to down-time



Utilises user-friendly hardware that's best-suited to the task – e.g. the iPhone, iPad or ToughTouch hand-held port.



Allows head-office to GPS-track all mobile workers with market-leading functionality – ie. allowing complete mobile-worker overview – in real time, 'nearest-to-location' reactivity, customised GeoFences for auto-flagging of entrance/exit of key sites (e.g. factory, warehouse, workshop, satellite office etc)

Possible uses for MobileWorkerFlow include:

- Field service engineers and technicians
- Mobile sales representatives/account managers/store merchandisers etc.
- Utilities meter-readers and installation technicians
- Domestic/commercial/ industrial deliveries and collections
- Building workers moving from site to site
- Domestic and commercial refuse collectors/recyclers
- District nurses and midwives
- Postal/courier/despatch services
- Mobile plumbers, electricians, pest-control operatives etc.
- Breakdown/recovery workers
- Mobile maintenance workers
- Airport baggage handlers
- On-street market researchers
- Most other services provided on a call-out basis

What situations it's right for:

- Organisations with workers, operating outside of an office environment, who need to receive and send information using office-based workflow systems
- Mobile situations involving working from vehicles (on regular rounds or making scheduled deliveries), those making off-site visits (sales calls, call-outs, maintenance providers, visiting health-workers and home-helps etc.), those continually moving from site-to-site, door-to-door or covering a wide geographical area as part of their work
- Operations needing to share information amongst workers in a variety of non-standard circumstances
- Situations where mobile workers have to carry-out regular, or centrally directed, off-site equipment or vehicle checks and functions, sending information to office-based staff for instant processing and follow-up
- Organisations with a critical need for their staff to be able to access and interact with business information, using customised processes, including the ability for head-office to reschedule workflow, in real time, to handle changing circumstances
- Businesses needing to provide GPS-monitoring of mobile workers due to statutory duty-of-care requirements and to enable co-ordinated central redirection of mobile workers to provide flexibility of service

MobileWorkerFlow...

.. lets your mobile workers get more work done in a day, providing a better, more professional, more impressive customer experience that generates confidence, loyalty and repeat business.

.. is not a fixed, 'one-size-fits-all' product as such, more an evolution of proven technologies that can be flexibly adapted to meet the mobile-working requirements of a multitude of organisational needs in various business sectors.

.. is the complete package from its developers – we carry out all development in-house and provide 24/7 system support.

Visit www.proteo.co.uk for further information

PROTEO

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