

# mvision office

## Web-based job management for Mobile Solutions

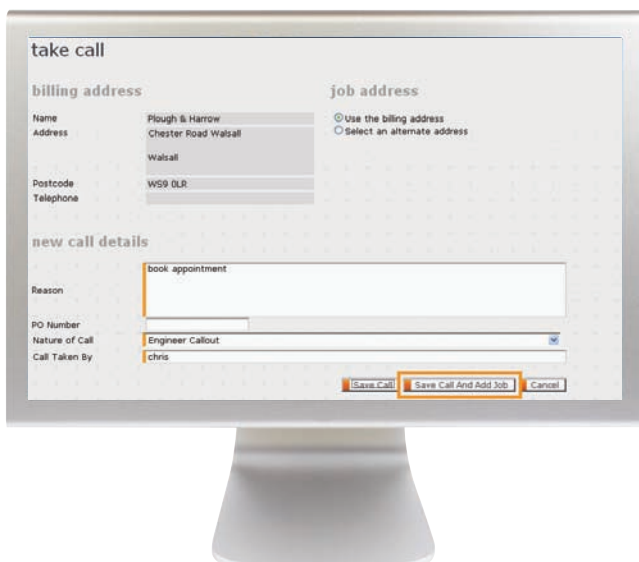
### What is mvision office?

**mvision office** is a sophisticated web-based Job Management System that allows operators to take incoming calls, create jobs and then allocate those jobs to mobile workers using **mvision mobile** application. Designed for any company who wishes to deploy an electronic job management system with real-time transfer of jobs information to and from their mobile worker. As a fully-hosted system there is no need for any IT infrastructure. It is a web based tool that allows for instant access and fast implementation into your business.

**mvision office** provides diary and mapping tools allowing users to see at a glance the current status of all jobs in real-time. It also fully integrates with the award-winning Masternaut vehicle tracking system to provide full visibility of all your mobile workers.

Jobs can be allocated quickly and effectively based on territories, skill sets and availability or enhance this offering by taking the **mvision office** scheduling engine. With our schedule engine, jobs are automatically allocated to mobile workers meeting the correct criteria.

If you choose to take the schedule engine you can also enable the built-in appointment booking engine. This system works with the scheduler to provide you with the most cost-effective appointments to offer to your customers.



## Solution Overview

- Audit trail of all job activity – provides evidence of work carried out
- Customer database – create your customer information database or import an existing one including contact information, sites, assets & appliances
- Diary – provides a real-time overview of your mobile workers' itineraries and job status updates
- Divisions – enables operators to view and manage only the field workers and customers they are responsible for
- Fully configurable – create information screens relevant to your business
- Fully Managed – no need for your own IT infrastructure
- Flexible – a complete job management solution for most industries
- Terminology pack – enables familiar terminology to be used
- Multi-User – unlimited users (limited by licence)
- Shift Patterns – keep track of who is available and when used with Dynamic Scheduling.
- Skill Sets – ensures jobs are allocated to the most suitable person
- SLA's – enable individual customers/contracts to be managed\*
- Stock and Parts Management – create a mobile parts inventory or synchronise with an existing stock system
- Territories – allows jobs to be allocated to field-workers based on their territory
- Two-Way messaging – allows communication between field-worker and base
- Web Portal – allow your customers access to view the status of jobs you are doing for them
- Work order items / Schedule of rates – plan and view the chargeable activities undertaken on each job

## Optional Features

- Integrated Vehicle Tracking – integration to Masternaut, Europe's Leading tracking system, allows jobs to be allocated to the nearest driver
- Integrated Job Optimisation – powerful dynamic scheduling automatically allocates jobs to the most effective person based on location, skill sets and SLA's
- Integrated Appointment Booking Engine – works with the Dynamic scheduler to provide you with the most cost-effective appointments to offer to your customers



## The platform can operate in two ways:

1. As a web-based end-to-end stand-alone job management system, providing call taking, job creation and allocation with real-time status monitoring.
2. As a configuration module with an existing job management system, when integrating via our standard XML interface.

In both scenarios it is designed to be provided as a fully-managed service, although it can be deployed on premise where necessary.

## Call Management

Call taking allows office-based users of the system to manage customer details, log phone calls and enquiries as they happen, match calls to existing customer accounts as well as creating and allocating jobs to your mobile workers.

When dealing with inbound enquiries, you need a software solution that makes it quick and easy to find existing customer/account details and job histories. **mvision office** provides this capability in just a few clicks.

## Messaging

**mvision office** incorporates two-way messaging. Messages can be sent instantly to and from the PDA of any of your mobile workers. The web-interface allows you to write, view and reply to messages.

## Customer records and job histories

**mvision office** acts as a database for your customer records and job histories. This means call handlers and service personnel can bring up relevant customer information and job histories quickly, improving your productivity. When setting up your mobile solution, you can import your existing customer records and database using the CSV file upload facility. **mvision office** also allows you to categorise customers into territories and divisions, as well as adding special information such as SLAs and customer type.

## Manage schedules with Engineer Diary

The engineer diary has been created to make scheduling and booking appointments/slots as easy as possible. It gives an instant overview of the schedule for each mobile worker including their current status and progress.

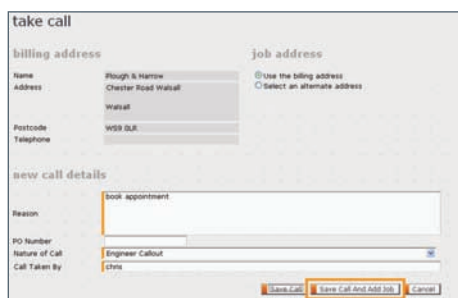
The gantt style graphics provide an easy to interpret and intuitive interface. Several views are available, allowing up to 7 days worth of activity to be shown. Jobs can be manually assigned or reassigned using simple drag and drop, or dynamically optimised if you choose to add our powerful integrated optimiser from 360 Technologies. If you also choose vehicle tracking, a 'find nearest engineer' facility allows you to locate an appropriate resource with the correct skills and tools.

## Adapts to the way you work with custom workflows

**mvision office** has been designed to work the way you do. This means offering you the facility to create custom workflows so your mobile workers follow a series of defined steps and collect the relevant information needed to complete each task. This can also include taking photos, barcoding and capturing electronic signatures.

## Dynamic Scheduling Option **360** SCHEDULING

**mvision office** is available with a fully-integrated, easy to use dynamic scheduling system. We have partnered with the world's leading provider of mobile workforce scheduling, 360 Technologies to develop the first mobile field service solution with fully integrated, automatic dynamic job scheduling. It works out the optimum way to allocate jobs amongst field workers so that the jobs can be carried out in the most efficient way and at the least cost. It takes away the guesswork and waste associated with having to create and manage schedules manually.



Job Management System allows operators to take incoming calls and schedule work.



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Diary – provides a real-time overview of your mobile workers' itineraries and job status updates.