

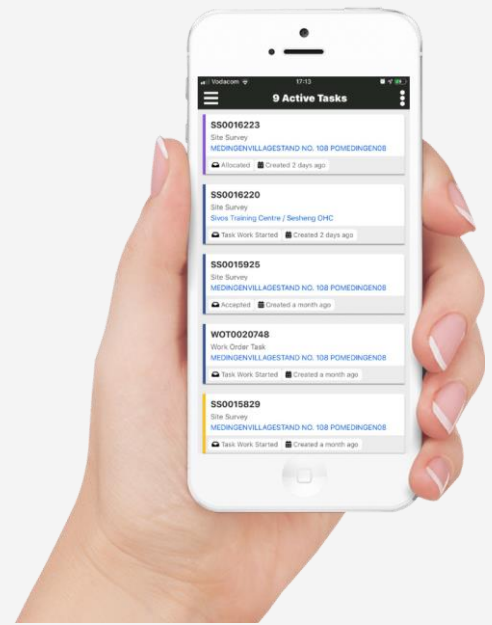


workwide.

Get Task. End Task. Job Done.

Facilities Management Business Case

Mobile Field Services Application



OUR MOBILE FIELD SERVICES APPLICATION

WorkWide is a field operations platform built to help organisations of all industries and sizes to digitise their field operations by introducing efficiency, mobility and faster resolution times. WorkWide does this by providing your field operations team with control, visibility and efficiency. Empowering your organisation to fully realise the frictionless request to action model that your customers expect.

Our sole purpose is to **Make your Working World, Work Better!**

INTRODUCTION

A large majority of facilities management organisation are governed by the Occupational Health & Safety Act (85 of 1993). These standards ensure that facilities are well maintained and ensure they are safe to use at all times. Heavy machinery and equipment need to be regularly maintained, assessed and upgraded as soon as the safety standards are compromised.

FACILITIES MANAGEMENT PROBLEM STATEMENT

Facilities management organisations need to have full visibility of the conditions of the assets they govern. They need to have the ability to view a digital audit trail of all work that has been done on assets and this information needs to be accessible remotely. The current paper based record books do not allow for this. In most asset failure cases, facilities management organisations are required to provide proof of certain facts such as detailed incident reports and service history, which can be a time consuming exercise when dealing with paper based record keeping.

In addition to reliability and quality assurance, human safety is of utmost importance when it comes to facilities management. For example, If an elevator gets stuck, the closet technician with the correct skills and tools needs to be informed immediately to attend to the emergency before any people are hurt. Does your organisation have all of its processes and procedures bundled into single solution?



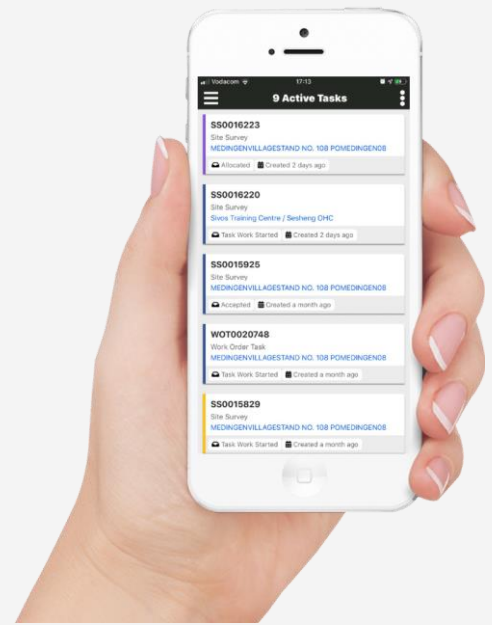


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IN MORE DETAIL

Facilities management organisations provide the foundation of health and safety and ultimately require faster resolution of scheduled maintenance, ad-hoc maintenance activities, repairs, service reports, call-back reports and miscellaneous visitations, whilst eliminating any unnecessary costs and inefficiencies in doing so. The following are challenges that arise when operations are coordinated manually:

- Assignment and route planning issues
 - Tasks being incorrectly assigned due to inadequate skill-matching
 - Availability based on proximity and territory is not automatically available
 - Boot-stock spares are not defined or available to the technician
 - Planned routes are not visible and not comparable to actual routes taken
- There is no central system to co-ordinate and dispatch tasks through prioritisation or scheduling
 - Systems are disparate and there is no orchestration layer
 - There is no ability to create further requests or consequential requirements for tasks
 - Productivity and accountability is hindered due to poor collaboration between people and systems
 - There is no visibility of technician location and Work-in-Progress status
- On task issuing and completion of tasks, data integrity is not optimal and not captured in real-time
 - Artefacts are not recorded, such as photographs, barcoded parts, meta data, GPS data etc
 - Job cards are completed manually and inaccurately, and are not submitted immediately
 - Task duration is not distinguishable between travel time, from acceptance to completion
 - Parts retention, recovery and spares consumed are not recorded or made available

When things go wrong, they need to be fixed quickly, every second counts.

Facilities managers need an intelligent platform that can quickly and effectively move from detection to dispatch.

VALUE

You need **VISIBILITY**, **CONTROL** and **EFFICIENCY**.

It is imperative to have a platform that is fit-for-purpose to carry out all this complexity in an easy and seamless way so that Facilities Management Organisations can focus on what matters; keeping occupied spaces safe.

Would it be beneficial to you when once personnel are dispatched, facilities managers and landlords are able to get real-time status and progress updates?



VISIBILITY

Get a real-time view of all your field operations data, ready and actionable so you can enrich previously vague field operations data to be measurable.



CONTROL

WorkWide achieves this with extensive features so you are empowered to have full control of your field operations.

1 TASK MANGEMENT

Create, prioritize, assign and resolve

3 USER TRACKING

Manages asset usage per task

5 ENTITY MANAGEMENT

Manage customers, divisions and branches

7 FIELD PERSONNEL MANAGEMENT

Create, Update, Assign or Reassign



2 MULTIPLE TASKS

Create multiple different tasks types

4 ETA, DISTANCE CALCULATIONS

Geo location and movement tracking

6 TRAVEL AND WORK TIMES

Monitor and assess billable hours

8 OFFLINE MODE

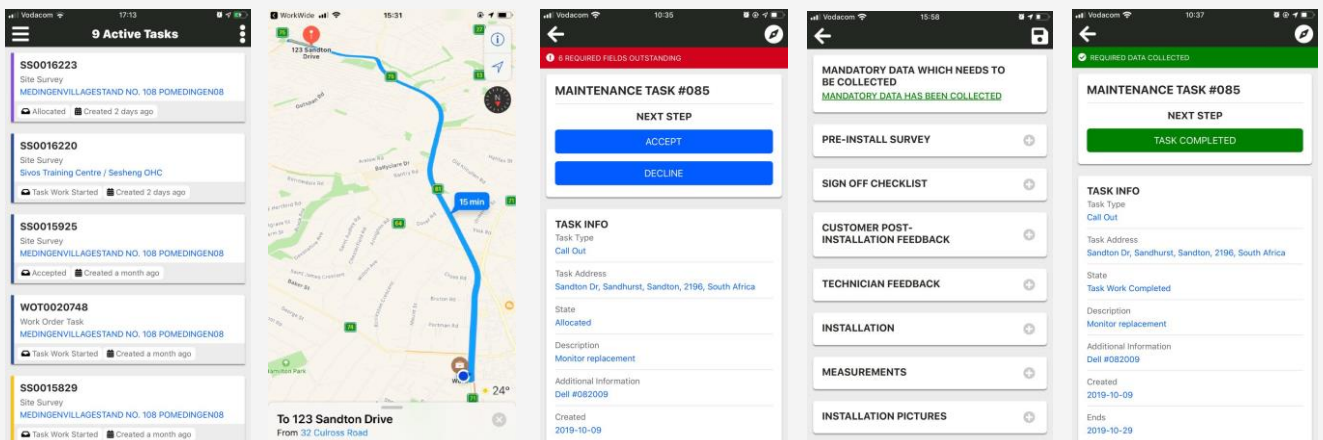
Access tasks anywhere, anytime

* Full Feature and Function List Available on request

EFFICIENCY

WorkWide is designed with customer experience in mind.

- It's not about replicating complex systems, rather its about bringing together information to be consumed a standardized process via a mobile device
- WorkWide can fully integrate into multiple systems or can also operate as a standalone solution



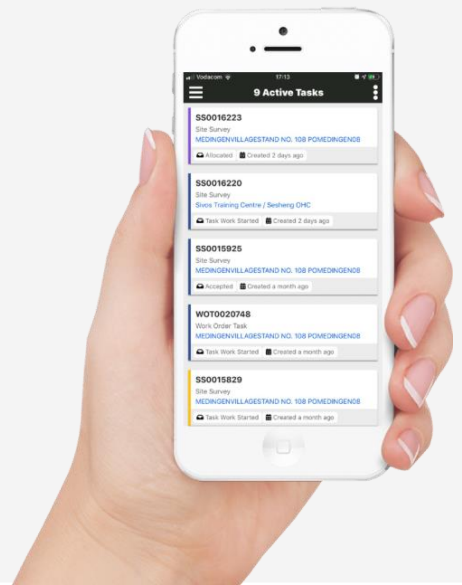
ASSIGN → PRIORITISE → INSPECT → ACTION → COMPLETE



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SOLUTION STATEMENT

Dispatching field personnel to attend to incidents is difficult and time consuming. WorkWide intelligently dispatches field service personnel according to:

- Availability
- Automatic Task Assignment
- Accurate Capability and skillset assignment
- Adequate boot-stock and spares allocation
- Tracked location and distance covered
- Tracked travel & resolution times
- Closest proximity to the incident location
- Efficient routing to avoid traffic and time delays

Providing for:

- Transparency on open incident tickets
- Real-time status and data
- Technician Location visibility
- Reduced unplanned downtime
- Maximised resources allocation
- Reduced inventory costs
- Improved safety and risk management
- Improved compliance

BUSINESS BENEFITS

- Increased first contact resolution
- Productivity Gain
- Rapid ROI
- Data enrichment of your field operations
- Set measurable targets and KPI's
- Drive accurate financial and budget management
- Improved Customer Satisfaction
- Efficient task life-cycle management
- Higher level of interaction and collaboration
- Realtime data recording and feedback
- Incident trend visibility and analysis
- Execution of Digital Transformation Strategies

