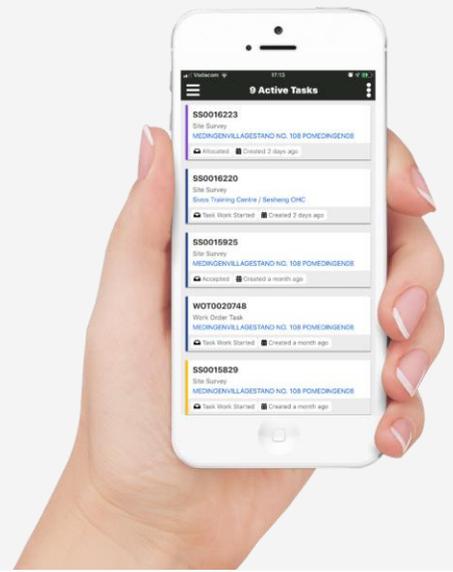




workwide.

Get Task. End Task. Job Done.



IT Managed Services Providers

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

Information Technology is the lifeblood of every organisation. Whether used for core business operations or peripheral supporting activities, our technology ecosystems are paramount to ensuring that we achieve our business objectives.

A vast number of organisations, however, know very little about selecting, implementing and managing the right IT solutions to suit their business needs and thus look externally to IT Managed Service Providers for help.

As an IT Managed Service Provider (MSP), you are uniquely positioned to be a strategic growth partner to your clients. Your clients know that your specialised industry knowledge of technology related products, people & processes is a key strength for them. These business services consist of and are not limited to:

- IT Consulting
- Desktop Support
- Remote and Onsite Diagnostics
- Training
- Hosting Services
- Website and Software Management
- Security

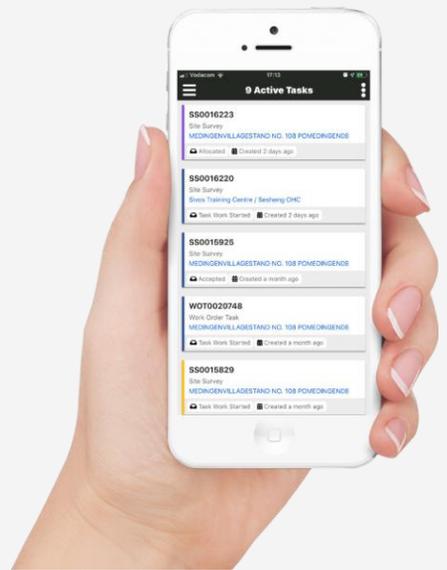
With these specialised skills, Managed Service Providers know how to deliver results in an efficient way, making them an excellent choice for companies seeking to hand over their I.T operations while they focus on their core business.





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I.T Managed Service

Mobile Field Services Application



PROBLEM STATEMENT

I.T Managed Service Providers are often faced with issues that require a technician's intervention onsite. With such business critical systems under their governance, it is crucial that they rapidly move from catch and dispatch, to resolution. However, without the use of a Work Force Management Tool, a number of challenges arise when technicians are required to take to the field in order to provide expedient task completion, from Incident Management, Installations, Repairs and Service Requests. Most of these challenges are prevalent in the following 5 stages:

1. Problem Diagnosis:
 - If inaccurate, can lead to multiple callouts and returned trips, decreasing margin for the MSP
2. Technician Assignment:
 - Tasks are 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 FSE
 - There is no visibility of FSE location and Work-in-Progress status
3. Route Planning:
 - Planning is time consuming and poor planning leads to increased fuel costs
 - Planned routes are not visible in real-time and not comparable to actual routes taken
4. Resolution Detail Capturing
 - 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
5. SLA Management – No alerts when incidents are about to breach SLA's

Technicians need a intelligent platform that can quickly and effectively move from detection and dispatch to resolution.

VALUE

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

When downtime impacts critical business services, IT MSP's need to respond quickly and effectively, ensuring their customers minimize loss of revenue or loss of productivity.

To start, you need full visibility of your entire field operations as well as control over field service personnel to ensure faster time to resolution and enhanced service efficiency.

How would an automated platform that geographically represents incidents in order of priority, with task assignment capability speed up your resolution time?

What would the cost saving to your organisation be, if incident resolution times were decreased and first call resolution rate was increased?

How would full visibility over technician ETAs and incident progress impact your customer satisfaction score?



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

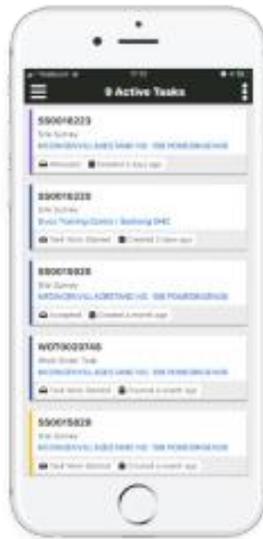
Create, prioritize, assign and resolve

3 USER TRACKING

Manages asset usage per task

5 ENTITY MANAGEMENT

Manage customers, divisions and branches



2 ROUTE OPTIMIZATION

Provide your technicians with optimal routes based on real-time traffic data

4 ETA, DISTANCE CALCULATIONS

Geo location and movement tracking

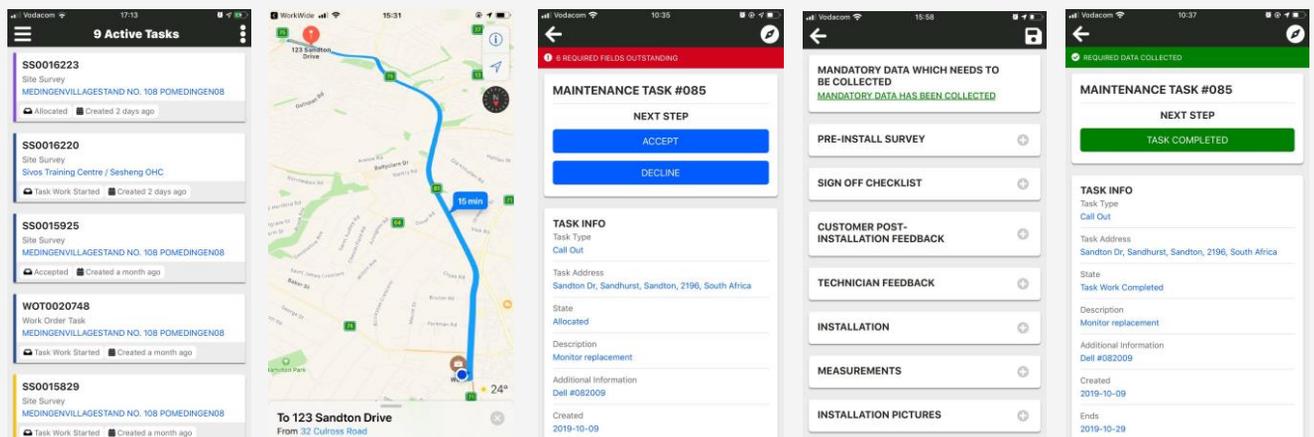
6 TRAVEL AND WORK TIMES

Monitor and assess billable hours

EFFICIENCY

WorkWide is designed with customer experience in mind.

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



ASSIGN



PRIORITISE



INSPECT



ACTION

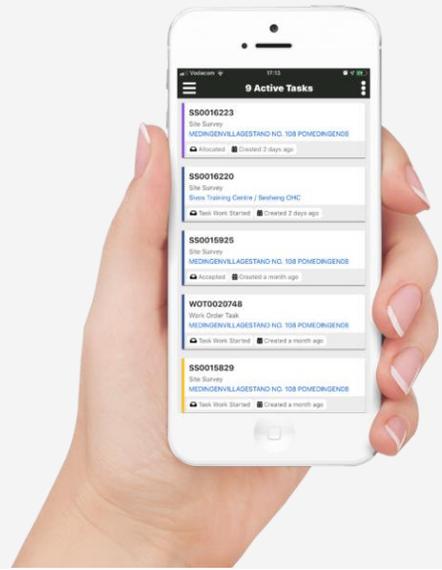


COMPLETE



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I.T Managed Service

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SOLUTION STATEMENT

WorkWide is a field operations management platform that enables you to get full visibility of your field service personnel, in real time.

So when an incident is raised for IT related request or any customer critical interaction, you are able to rapidly assign tasks to the most suitable field personal based on capability, location and availability to resolve the incident efficiently.

By providing the assigned employee with optimal routes, task history and attached supporting documentation or manuals, your organisation will ensure shortened ETA's and first time resolution of incidents sidestepping any repeat call outs which incur costs to the Managed Service Provider.

WorkWide intelligently dispatches field service personnel according to:

- Technician 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

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

