


# Mobile Field Force



**“ Innovation, We Deliver Results”**



# Content

- **Introduction**
  - **Modules**
  - **Mobile Field Force Framework**
  - **Mobile Field Force Process Flow**
  - **How does Field Force Improve your Efficiency**
  - **Order Creation / Planning / Monitoring & Tracking/  
Job Reporting & Updating / Automated Analysis Report**
  - **Mobile Application**
  - **Benefits**
  - **Case Studies**
- 

# Introduction

For most organizations, proficiently overseeing a group of service technicians, or field force, is one of the foremost operationally complex tasks. Because it includes numerous factors, which until recent had to be logged, monitored, and controlled by human labor, it took a noteworthy sum of time and accuracy to keep track of all the unpredictable changes that might happen at any time. Miscommunications, delays, and inaccurate or deficient data inevitably plagued many companies in these circumstances, and whereas electronic databases certainly made a difference things, they were still exceedingly increased to human mistake.

**It is all about field servicing team's:**

**SAVING**

**EFFECTIVENESS**

**EFFICIENCY**

**PRODUCTIVITY**



# Introduction cont.

Be **LEAN**,  
Do **MORE** with **LESS**

▼ - cost

+ profit ▲





# Modules



Daily Planned Job



Monthly Dashboard View



Charts

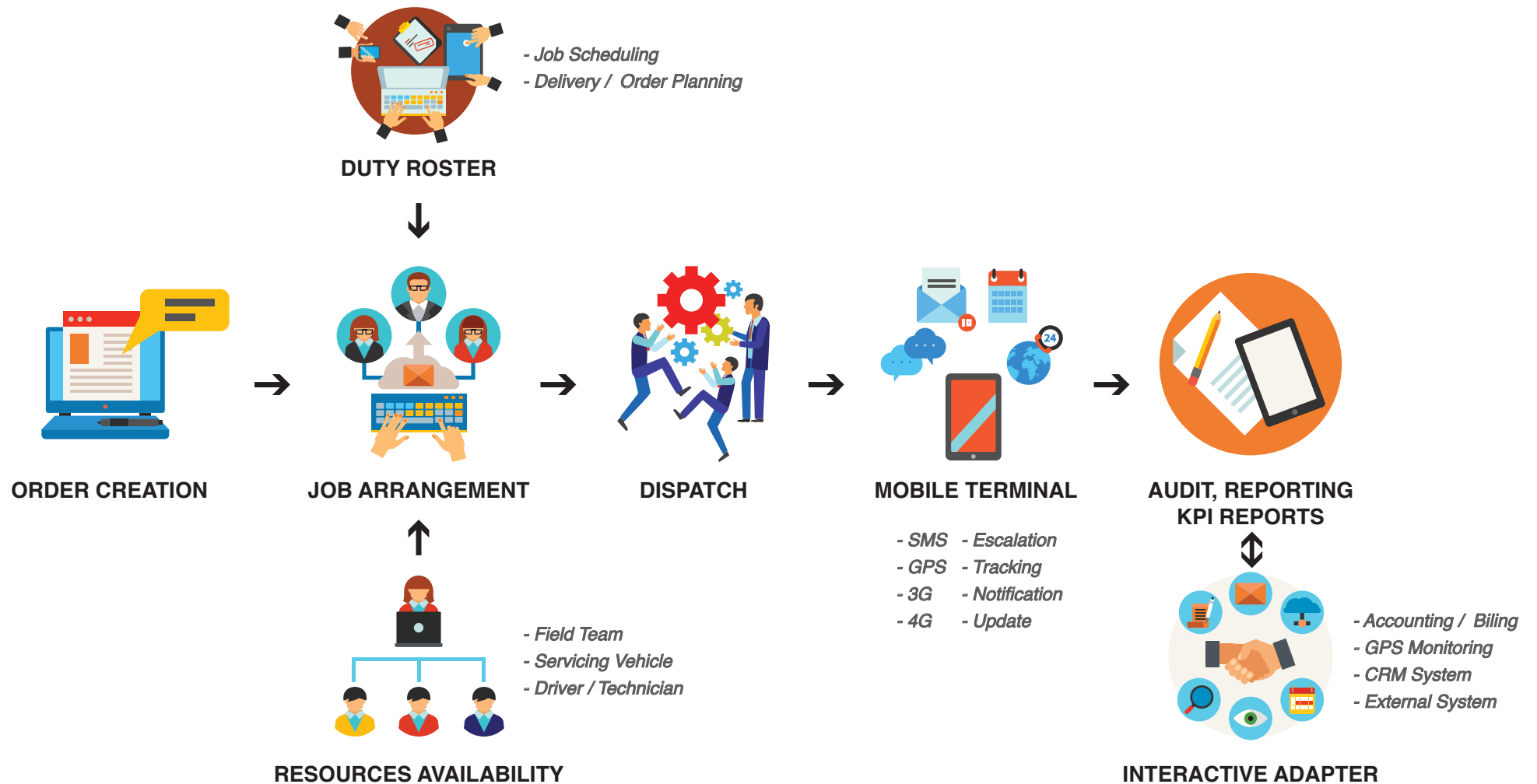


Admin Management



Operation

# Mobile Field Force Framework



# Mobile Field Force Process Flow



## What is Workforce Management !

Workforce management (WFM) is an integrated set of processes that an institution uses to optimize the productivity of its employees on the individual, departmental, and entity-wide levels. In a corporation, organization, or government entity, WFM involves matching employee skills to specific tasks over time, quantifying the amount and types of labor needed to accomplish particular jobs on a day-to-day or hour-to-hour basis.

# How does Field Force Improve your Efficiency

- >> Not only to track your field workers but to have access to **IMMEDIATE, SOURCEFUL & SECURE** information about your field team at all times
- >> Plan ahead and have a **PROPER TRAFFIC CONTROL**
- >> Go green and **PAPERLESS**
- >> Web-based and systematic - **FULL VISIBILITY** on your operation scheduling
- >> Ease on gathering the **HISTORICAL DATA** of jobs with just a few simple clicks
- >> Maximizing field team capacity and utilization the resources through **BETTER CONTROL** and eye on screen monitoring
- >> Powerful automated **B.I. REPORTS**, real impact on ROI by turning Fleet Data into useful and **ACTIONABLE INFORMATION**
- >> Fast react to changing conditions appropriately through a computer screen







# Planning

Job Planned Date: 2016/02/22

Search:

PrimeMover	Tech Team	06.00 - 09.00	09.00 - 12.00	12.00 - 15.00	15.00 - 18.00	Night
GT-01 ; KLANG ; Jaya ; ZAINUDDIN BIN MOHMAD		E9543	E9709	E9544 E9751	E9545	
GT-01T ; KUALA LUMPUR ; SII ; AFIQ BIN KHAZALI			E9639	E9700	E9743 E9744	
GT-09 ; KLANG ; Jaya ; FAIQ BIN ABDU GHANI		E9570 E9705 E9706	E9707			
GT-19 ; TG MALIM ; Nicole ; SYAHMI BIN ABD MALEK			E9060	E9717		
GT-21 ; IPOH ; Nicole ; AZHAR BIN MOHD AMIN			E9671		E9672 E9753	
GT-22 ; JOHOR ; Ruzana ; NURULAZMI BIN ZAINAL			E9573	E9576	E9578	
GT-23 ; MELAKA ; BeeYee ; SHAIFUL ARMAN BIN ABDUL RAHMAN			E9693	E9355 E9697	E9733 E9734 E9776	
GT-29 ; SABAH-TAWAU ; Hidayah ; AMIR BIN AHMAD			E9520	E9521 E9522 E9523		
GT-30 ; SARAWAK-BINTULU ; Rynie ; NUZUL HANAFIAH BIN ALI		E9492	E9480		E9692	
GT-31 ; SARAWAK-KUCHING ; Marlia ; ZAFARUDDIN BIN ABDUL PATA			E9688 E9690	E9727 E9728 E9729 E9730		
GT-32 ; SABAH-SANDAKAN ; Rynie ; SUKUAN BIN AHMAD KAMAL			E9689			
GT-33 ; KEDAH ; Twinkle ; FADZLY BIN PAUZLY			E9708		E9739 E9764 E9810	
GT-34 ; PENANG ; Nicole ; TANG LENG KEONG			E9667	E9712 E9721		
GT-35 ; SABAH-KK ; Hidayah ; ALIAS BIN ALIMUDIN			E9529 E9530	E9531 E9532 E9533		
GT-37 ; MELAKA ; BeeYee ; DAUD BIN OTHMAN			E9694		E9754	
GT-38 ; KUALA LUMPUR - SII ;						

Showing 1 to 67 of 67 entries

First Previous Next Last

■ Not Started 
 ■ F1-F4 
 ■ Depart(F5) 
 ■ Arrive(F6) 
 ■ Start Work(F7) 
 ■ Abort 
 ■ Finished(F8) 
 ■ Abort-Complete 
 ■ Service Stand By 
 ■ Cancelled

- 1 >> Job Started
- 2 >> Job Aborted
- 3 >> Outstanding Job
- 4 >> Vehicle/ team no.
- 5 >> No job yet
- 6 >> Can add more job

- >> Total Visibility - ease on checking the availability of your team & resources
- >> Plan & assign the outstanding task accordingly to maximize the fleet team performance.
- >> Job planned can be reschedule or transfer to back up team easily.

# Monitoring & Tracking

Refresh	Unplanned	Not Started	Depart (F5)	Arrive (F6)	Start Work (F7)	Finished (F8)	Service Stand By	Abort	Aborted - Complete	Cancel	
Team	Sat, Feb 20	Sun, Feb 21	Yesterday				Today				
GT-53	E9321 E9322	E9014 E9683	E9607 E9718 E9782	E9795				BATU PAHAT			
GT-05T	GL156 - KHAILIL		GL156 - KHAILIL				E9669				IPOH
GT-21	E9817 E9819 E9814	E9920 E9821	E9871 E9872 E9733	E9821 E9822							
CT-59	E9688 E9665 E9663 E9664		E9710 E9670 E9769	E9819 E9827 E9849				JOHOR			
CT-22	D8849 E9547 E9674 E9676		E9573 E9576 E9578	E9758 E9759 E9781 E9782							
GT-62	E9904 E9950		E9963 E9984 E9980 E9981 E9982 E9778	E9779 E9780 E9781 E9782 E9783							
GT-64	E9568 E4181 E9565 E9606		E9588 E9589 E9590	E9763 E9765 E9767 E9766							
CT-33	E9909 E9980 E9979		E9700 E9739 E9784 E9810	E9193				KEDAH			
CT-01	E9907 E9908 E9909 E9910		E9943 E9944 E9945 E9709 E9791	E9842 E9843 E9841 E9840 E9844				KLANG			
GT-09	E9828 E9837 E9834 E9835 E9840 E9836		E9570 E9707 E9705 E9706	E9815 E9816 E9818 E9817							
CT-52	E9672 E9494 E9490 E9491 E9497		E9661 E9553 E9732 E9749	E9798 E9799 E9801							
CT-54	E9827 E9511 E9512 E9513 E9526		GT068 - BAN				E9811 E9814 E9812				
GT-58	E9803 E9804 E9805 E9600 E9601 E9502		E9898 E9560 E9961 E9649 E9689	E9823 E9834 E9835 E9836 E9829 E9824							
GT-63	E9810 E9001 E8002 E8000 E9618		E9837 E8031 E9638 E9701	E9767 E9788 E9789 E9790							
GT-01T	E9834 E9835 E9836		E9630 E9700 E9743 E9744	E9799 E9800 E9851				KUALA LUMPUR			
GT-38	E9826 E9828		E9654 E9680 E9653	E9794 E9857 E9878							
CT-44	E9824 E9823		E9648 E9650 E9651 E9652	E9797 E9798							
GT-50	E9833 E9484 E9627 E9628 E9629 E9632		GT086 - DAVID				E9830 E9631				
GT-51	E9840 E9678		E9689	E9850							
CT-57	E9813 E9818 E9822		E9843 E9844 E9713 E9738	E9724 E9785 E9846							
GT-23	E9519 E9681 E9666		E9355 E9683 E9997 E9776 E9733 E9734	E9746 E9829				MELAKA			
CT-37	E9877 E9882 E9881		E9948 E9754	E9839				Today			
Team	Sat, Feb 20	Sun, Feb 21	Yesterday				Today				

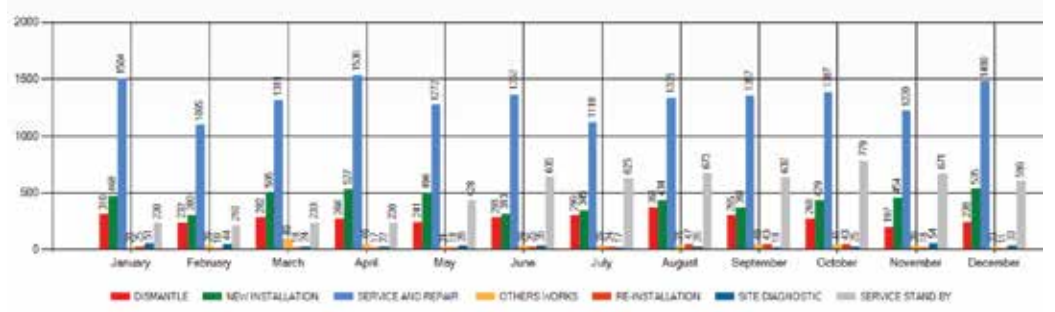
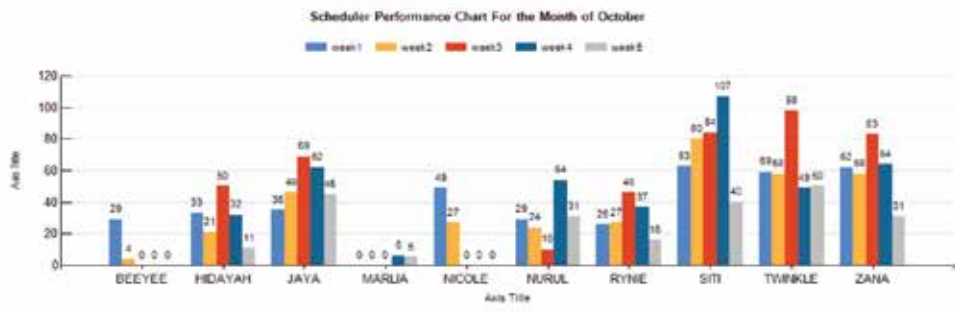
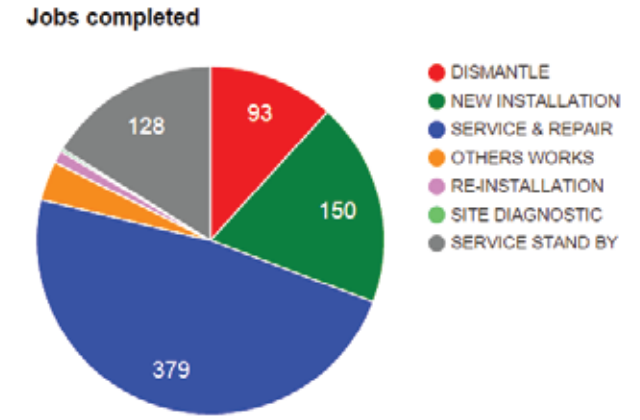
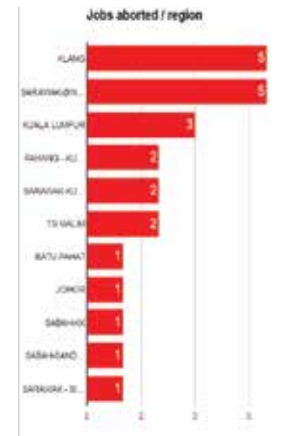
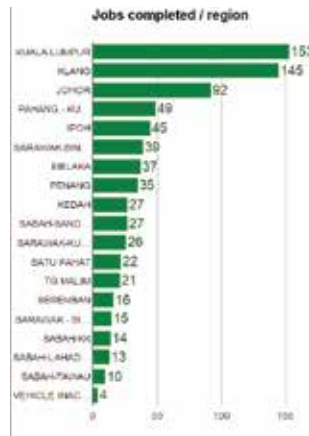
- >> Job planned & assigned will be push and pump to any mobile terminal (ex; smart phone, tablets)
- >> Field team can report and update back to the system easily
- >> Eye-on-screen, a big and real-time picture on your daily operation





# Automated Analysis Report

Scheduler Name	DISMANTLE					NEW INSTALLATION					SITE DIAGNOSTIC					SERVICE AND REPAIR					TOTAL	AVG. No. Jobs				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5						
BEEYEE	7	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	14	3	0	0	0	17	3.4	6.5		
HIDAYAH	10	7	7	3	3	17	3	4	7	3	2	16	1	0	1	0	0	7	10	15	10	36	0	70	14	20.4
JAYA	2	3	0	0	0	38	5	0	10	0	1	16	0	0	0	0	0	1	30	30	40	15	15	100	30.7	51.4
MARLIA	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	5	5	10	11	2.2
NICOLE	0	2	0	0	0	11	0	2	0	0	0	11	0	0	0	0	0	0	10	20	0	0	0	34	7.1	5.2
NURUL	7	1	0	0	2	1	0	0	0	0	0	20	7	1	0	0	0	10	21	18	0	35	31	100	10	20.0
RYNE	1	3	0	1	2	10	5	7	11	10	1	24	2	1	1	0	0	1	10	10	20	12	10	100	10.2	38.4
SITI	6	7	10	20	7	13	40	19	10	10	0	15	0	0	0	0	0	5	20	54	30	22	34	200	37.4	44.0
TWINKLE	10	11	14	12	7	30	7	17	24	0	0	12	0	2	0	0	0	1	40	35	40	20	37	100	17.4	22.1
ZANA	5	11	0	0	3	33	0	0	10	10	0	10	0	0	0	0	0	0	0	10	30	40	10	100	10.0	34.0
<b>TOTAL</b>	<b>50</b>	<b>44</b>	<b>34</b>	<b>42</b>	<b>20</b>	<b>220</b>	<b>56</b>	<b>110</b>	<b>77</b>	<b>34</b>	<b>2</b>	<b>270</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>200</b>	<b>200</b>	<b>200</b>	<b>100</b>	<b>100</b>	<b>1000</b>	<b>100</b>	<b>100</b>



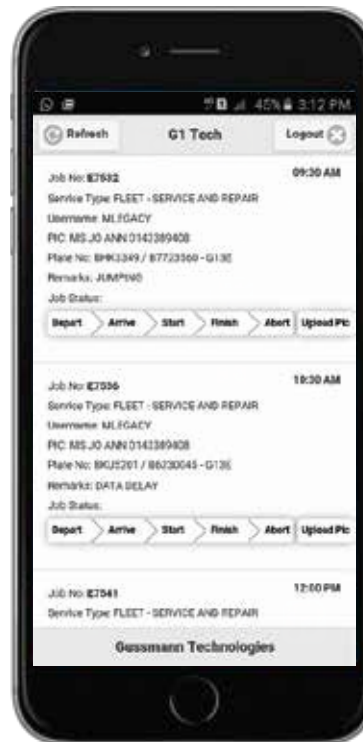
>> Real impact on ROI by turning data into useful and actionable information.

# Mobile Application

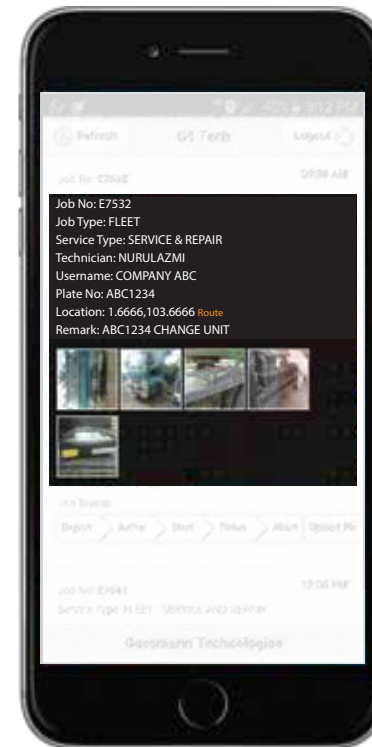
Flexibility for the Field Team to monitor and update their job progress



>> Login to your Username & Password



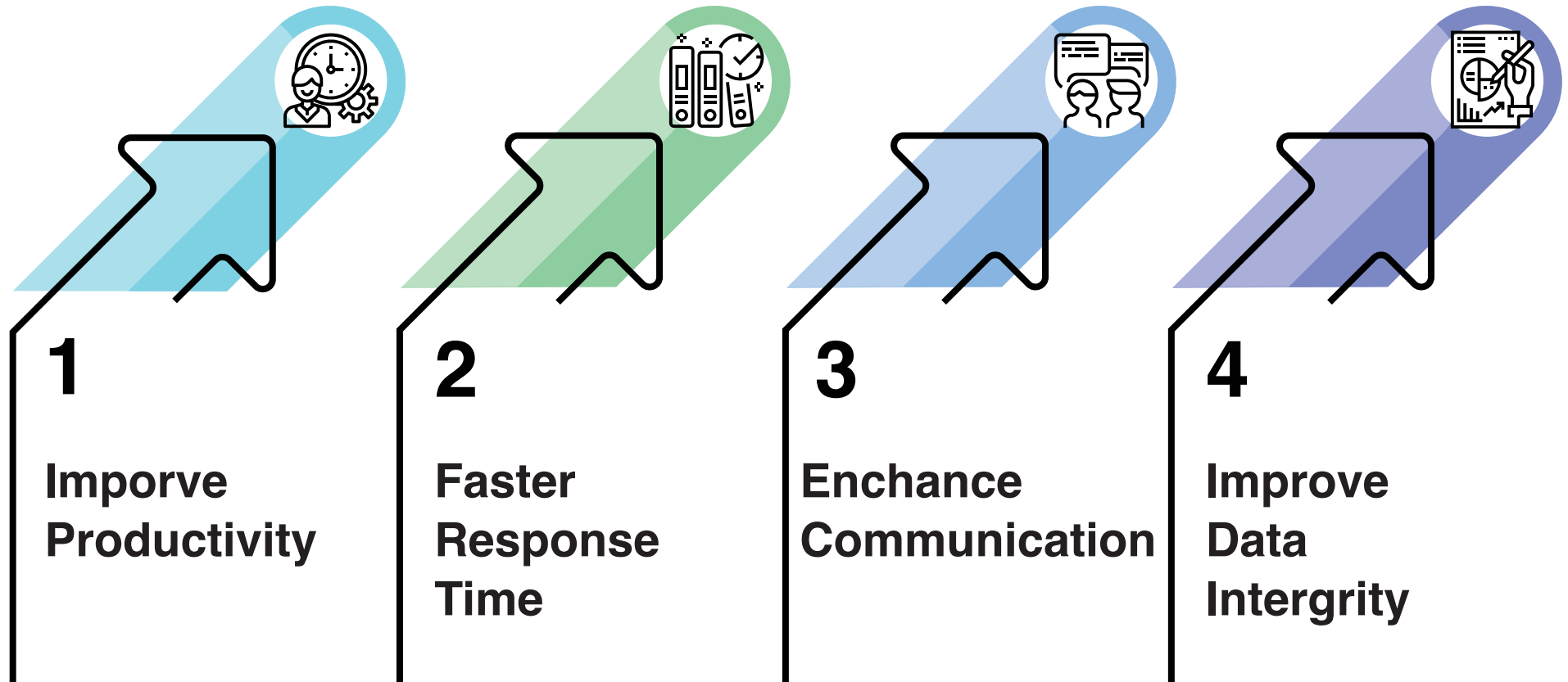
>> Monitor & Track Activity



>> Activity Details & Photo Upload



# Benefits



# Case Studies

## Transformation of Field Operation

Keep your field team efficient & accountable

**MAKE A CHANGE; CHANGE IS NOW !!!**

BEFORE	Challenges Faced		AFTER	Transformed
	1 >> Missing in action (MIA)	→		1 >> 24/7/365 GPS locating
	2 >> Manual job scheduling	→		2 >> Web-based and Smart job scheduling
	3 >> Extensive paperwork	→		3 >> Systemized & paperless
	4 >> Poor communication between field team & operation team	→		4 >> Real-time job status update
	5 >> Difficult on gathering historical data	→		5 >> Graphic report / chart
	6 >> Lots of waste - under utilization of resources	→		6 >> Efficient & resource maximizing

# Case Studies cont.

User experience before implement h1.com.my and after implement h1.com.my

TITLE	RESULTS		PERCENTAGE
	BEFORE	AFTER	
Service Team	85 team	65 team	reduced 23.53%
Jobs/ Team/ Month	20 jobs	28 jobs	raised 40%
Jobs/ Year	20458 jobs	21627 jobs	raised 5.71%
Cost/ Team	RM2500,000	RM1950,000	reduced 23.53%
Cost/ Job	RM124.64	RM90.16	reduced 27.65%



**CALL NOW**  
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Corporate Website : [www.g1.com.my](http://www.g1.com.my)  
Mobile Field Force Website : [www.h1.com.my](http://www.h1.com.my)