



The totally mobile engineer

Can your engineers work to their **full potential**?

A service call-out is a big moment of truth in any customer relationship. Often, they're there to fix a real, immediate problem. As a result, how quickly and effectively they can solve the problem will have a significant impact on customer satisfaction.

Improving the productivity of your engineers can also help you control costs and boost revenue. The more they can achieve in any period of time, the more competitive you can be. Too many organisations, however, struggle to achieve the true potential of their engineers.



Inefficient processes, inaccurate data, lost opportunities

Every organisation today needs its people to be as productive as possible – they must do more with less and deliver a greater level of customer service. Out-dated systems, processes and devices, however, can significantly limit success:

- they can face a low first-fix rate because engineers don't have the right information, parts and equipment to hand
- they may not complete enough jobs per day, leading to higher costs and unnecessary backlogs
- their travel costs can be too high as engineers may return to base at regular intervals

- you might have no real-time view of how jobs are progressing and cannot react to changing circumstances effectively
- they may have no proof of attendance and cannot be sure that mandatory processes are being complied with
- and management struggles to get the accuracy of data they need to manage their operations more effectively

Ultimately, this means many organisations are simply unable to take advantage of opportunities to be more competitive, deliver better customer service and reduce costs.



Introducing **Total Workforce Mobility** for engineers

Total Workforce Mobility from Vodafone is an end-to-end approach to achieving greater productivity from your mobile workforce.

Simply, we take care of everything. Our 200 mobility consultants offer expert advice, designing the right solution to meet the individual needs of your organisation. We then bring in our highly experienced project management team to deliver your solution and ensure your people are fully up to speed. You'll also receive full support and ongoing optimisation to ensure your solution continues to deliver against your expectations.

Total Workforce Mobility covers the entire lifecycle of even the most complex engineering jobs, offering significant benefits:

- you'll know where your people are at all times and be able to re-schedule the most appropriate engineers for emergency jobs
- Lone Worker Protection will help you protect your staff, quickly letting you know if there has been an accident
- you'll receive data in a consistent format, saving time, reducing errors and improving management information
- full route planning capabilities will ensure your people travel more efficiently, saving time and money
- intelligent scheduling can automatically select the best engineer for any individual job based on availability, parts, location and skills
- signature capture will speed up invoicing by delivering real-time proof of completed jobs
- and the solution will pay for itself, delivering outstanding return on investment

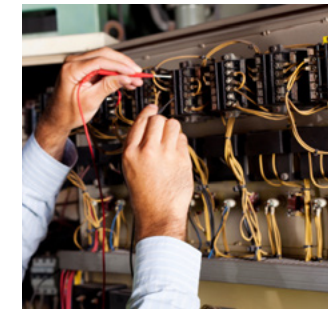
More productive engineers, more satisfied customers

Total Workforce Mobility can provide a real boost to your organisation's overall efficiency, but it's the effect on your engineers' day-to-day productivity that will show most:

- they'll return to base less and have all the information they need automatically sent to their devices
- they'll be able to quickly and easily find out if other nearby engineers have the parts they need to complete a job
- they'll be able to see a full history of previous work completed for a customer
- they'll be able to prove that jobs have been completed, including taking photos of completed fixes

- they'll be able to complete previously inefficient, paper-based forms quickly and more accurately directly on their devices
- and they'll no longer have to carry cumbersome documents such as manuals and process guides

As a result, your customers will see their jobs completed more quickly and more accurately by engineers with the right information and the right equipment for the job. Your engineers will have everything they need to hand and be able to say goodbye to slow, frustrating, paper-based processes. And you will have a powerful new source of competitive advantage.



Totally integrated, best in breed

We've created Total Workforce Mobility to go way beyond standard field force automation applications. Our solutions streamline every stage of a job's lifecycle –from initial creation and scheduling through to tracking and asset management – and our bespoke consulting services mean you get solution designed to fit your exact needs.

We partner with best-in-breed suppliers to integrate the services and applications you and your engineers need to deliver the greatest value to both your business and your customers. Applications that include:

Kirona Job Manager – a powerful software platform that replaces paper-based workflows, automating the complete lifecycle of a job (from creation to allocation to completion)

TotalMobile – a flexible, easy-to-use way for mobile workers to be productive and stay connected to key back-office systems, wherever they happen to be

ViryaNet G4 – a technologically advanced platform delivering web-based workforce management, scaling to meet the complex challenges of even the largest organisations

TBS TaskMaster – a feature-rich mobile suite which can radically improve the efficiency of fieldworkers through features which can be uniquely customised to your specific business needs.

Ultimately, this means we can deliver the right solution for your individual organisation's needs.

Try a more productive future

If Total Workforce Mobility sounds like a better solution for your engineers, we should talk. There are a number of ways we can help you see what's possible for your organisation.

These may include:

A mobility study

Identify how mobile solutions could improve your organisation

A device selection

Assess which devices will deliver your business objectives

Application comparisons

To give you a clear picture of the options for your business and the benefits you can expect

We've already helped over 150 organisations across both the private and public sectors unlock the potential of their mobile workers. To learn more, visit our Total Workforce Mobility pages at www.vodafone.co.uk/twm – you'll also find a simple evaluation tool you can use to highlight where you could see greater productivity from your mobile workers.

To speak to someone directly about Total Workforce Mobility, contact your account manager or call our team on **0845 084 0157**. We'll be happy to help.