

ENERGY AND UTILITIES ADVISORY SERVICES

Mobile Field Force

Solution for the monitoring, management and motivation of work crews in the terrain

ADVISORY

The Mobile Field Force (MFF) management solution was developed by a Canadian company, Clevest Solutions Inc., to efficiently control and coordinate mobile crews on site. Its application can be extended to all areas where the management and inspection of field workers is crucial. The process comprises planning field works, multi-criteria optimal selection among crews, supervision of mobile stores, evaluation of mobile crews' efficiency, etc. It is based on mobile data communication between work crews and a field force management centre, and employs GPS positioning and sophisticated control tools.

The MFF solution covers optimised mobile field force activities with the following goals:

- **Improving emergency responses** by many built-in system features (safety timers, emergency indicators, veta rules)
- **Shortening the period of field force activities** by taking advantage of GPS system and optimised management, dispatching and navigation
- **Optimising the costs related to field force car-fleet operations** by facilitating route navigation
- **Increasing work productivity in the field force area** by minimising non-productive activities, especially through e-document exchanges related to field force activities
- **Monitoring work utilisation and performance management** in relation to the company's motivation system.

Typical areas of improvement can include:

- **Increasing field worker safety** (enforced work process, emergency requests, safety timers, veta rules)
- **Increasing field worker productivity** (optimised workflow, start from home, data entry error prevention, auto-generated timesheets, real-time access to data in the field)

- **Reducing data entries** (entry of paper orders, parts data, and timesheets)
- **Reducing the planner workload** (planning, progress monitoring and detailed, time-stamped historical data)
- **Reducing supervisor workload** (real-time tracking and dynamic scenario driven scheduling)
- **Reducing inventory in transit and the depot with just-in-time supply**
- **Increasing the value of existing investments** by having data from the MFF transfer sooner and with greater accuracy
- **Reducing paper storage/processing.**

The MFF solution arises from the following functionalities:

- Automated dispatch with real time 24/7 operation
- Emergency decision-making support
- Multi-criterial decision making support
- Dynamic activities planning
- Map-based dispatching
- Street level routing
- GPS/AVL (Automated Vehicle Locating)Pager interface



- Grouping of related orders for dispatch to a single technician or work crew
- Project orders with the ability to create relationships between orders
- Scheduling and appointment control
- Workload forecasting
- Off-line functionality
- Multiregional and multi-language support
- Support of various interfaces to host systems
- Reliable and easy to use solution configuration toolkit
- Management reporting.

Advanced technology

The technological advances of the last several years have allowed for the leverage of widely spread and robust technologies for reliable mobile data solutions.

Mobile data communication, new generations of mobile data terminals and the utilisation of positioning systems have especially contributed to the rapid growth of these solutions. The MFF solution architecture is also based on these new technologies.

The MFF also contains industry-standard software architecture SOA (Service-Oriented Architecture), which is necessary for easy and reliable linkage to the surrounding environment.

Usage of .NET tools and advantages of smart client technology provide a solid foundation to support all identified functionalities.

Due to these modern technologies the MMF solution can be implemented and operated with minimal costs, minimal difficulty and minimal IT resources.

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