

➤ Workforce

Use Case

With Workforce, you can optimize your work processes for service and installation teams, reduce your costs and sustainably increase service quality.

All relevant data from the backend system is available on site, ensuring efficient service processing — to the complete satisfaction of your customers. Information on working hours, material consumption and activity reports can be recorded more easily than ever before on any device. Your customer confirms the documentation on the spot with their electronic signature and receives the service report in digital form.

By avoiding the flood of paper that is still all too common, the result is an optimization of the workflow and a streamlined process for service processing with significantly lower costs.

Operational planning and scheduling

Workforce supports the entire service management process from end to end. With the help of the integrated deployment software, you can organize and optimize job scheduling from a central point.

This allows you to maintain a continuous and dependable overview of all service jobs. A choice of visualization options such as the scalable calendar view, the graphical map display with intuitive icons, and the proven list view, enable a high degree of flexibility in the planning and control process.

Field service management

Workforce's mobile app promotes efficient, userfriendly service and job processing.

The employees of the service team have on-site access to all relevant data, which can also be made available and processed offline. The team records material consumption, instructions work times and documents relevant processes intuitively on mobile devices such as smartphones, tablets or laptops. Digitalized data collection reduces the volume of paper documents, avoids redundant data, secures know-how and helps avoid errors.

The result: efficient and high-quality order processing, an optimized flow of information, reduced costs and, ultimately, a high level of customer satisfaction.

Checklists and forms

Configurable checklists and forms help field service technicians to process orders seamlessly.

These checklists and forms are based on reusable standardized templates that can be adapted quickly and easily.

Material management

All the materials needed for a job, regardless of whether they were delivered or purchased or from our own "vehicle warehouse", are recorded on site and reported directly to the ERP system.

This ensures that the various warehouses have the correct stocks in real time. Workforce therefore contributes to optimizing warehouse logistics.

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Time tracking

Working time records that have so far been laboriously written down on paper, often difficult to follow and sometimes incomplete, are recorded on the move in a time-saving and continuous manner throughout the day.

The completeness of the job sheet is ensured by providing additional types of time, such as driving or rest periods, and by the number of kilometers traveled (further configurations are possible).

Real-time-tracking

Use the various visualization options to get an overview of the locations of your field service technicians using real-time tracking.

Both the display and the search and filter options are customized to your requirements, taking into account internal company security requirements.

Job & resource planner

The comprehensive database in the scalable planning overview enables both efficient resource planning for your employees and clear documentation of absences — either through a direct connection to your ERP/HR system or by manual entry.

Order status and prioritization of orders can be seen at a glance. Thanks to targeted personnel deployment planning based on employee skills and availability, service jobs can be effectively managed and monitored.

Offline capability

Even without a permanently available Internet connection, all relevant order information is available to your employees offline — from inventory documentation to plans and contracts.

Regardless of their location, all service and installation jobs can still be processed efficiently. As soon as there is a connection to the Internet, all data is updated automatically.

Maintenance/Installation planning

Workforce is not only the perfect app for the traditional service management sector; it can also be used flexibly for maintenance and installation planning.

The intervals for recurring maintenance assignments can be defined as required. Automatic scheduling enables forwardlooking and seamless resource planning.

Longer installation jobs can be perfectly prepared, implemented and completed using your own checklists and forms. Specific checklists are provided for commissioning the systems and devices.



Incident module

This smart tool makes it possible to classify error messages and faults in advance. Instead of creating a service ticket immediately, a status model is used to decide semi-automatically whether it becomes a field service job or an internal service job, which is to be resolved remotely. The status model can be individually configured (logic, definitions, color adjustments, etc.).

Incidents can be transmitted to Workforce by external systems or by an IoT connection. Reported incidents that have not been processed yet can be found in the todo list. In the details view, tickets can be easily created and linked for this purpose. In such a case, multiple tickets can be assigned to an incident.

Unprocessed incidents are clearly visualized to the user, depending on their level of authorization, in order to indicate the urgency. Practical search functions make it easy to find incidents.

Evaluations and dashboards

Workforce's comprehensive evaluation and visualization options enable effective and intuitive reporting.

With the configurable dashboards, you have the ideal basis for establishing a custom-built management information system for increasing efficiency.

About susietec®

We see digital transformation as a holistic approach. With the susietec® toolset, we support companies in working out the potential of IoT and digitalization: The combination of software, hardware and know-how enables functional and smart solutions for equipment suppliers, providers and manufacturers. That is how we succeed in implementing purposedriven changes on schedule – with the aim of driving forward digitalization in the long term.

susietec® solutions can be used in an existing environment and also provide a basis for the new development of machines, components and production plants.

As part of the Kontron Group, we help you take the right steps towards digital transformation using our experience from numerous digitalization projects.

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