Field Service Engineers

SoloAdvance
Mobile Phones & RFID Tags

SoloAdvance from Mobile-e-Solutions Limited is an easy-to-use mobile phone proof-of-attendance solution that can be configured to suit the requirements of the service company, it's field service engineers and its clients.

By touching pre-positioned RFID tags with their mobile phone, proof of a workers' attendance at a particular location, and at a particular time, is instantly recorded.

After registering their location, the system can also present the worker with a list of context sensitive options on their phone – options that may be related to the type of location or customer. For example, they can select to record the job number they are about to begin, or the status of their visit. Other reporting options instigated by touching an RFID tag in their van could let them record start and end of shift, or current mileage readings.

The field worker needs to carry only one device, a mobile phone, in order to confirm where he is, for how long, and the tasks performed while he was there. Additional expensive and difficult-to use mobile devices such as a PDA are not required, and time-consuming and error-prone manual form-filling is greatly reduced.

The maintenance company thus collects in-field data quickly and more accurately, helping them provide a better service to their clients and giving them immediate visibility of field visits and data logged by workers. Web-browser based reports and enquiries allow both managers and clients to access real-time information that can also automatically be transferred to the main operational system.

Don't want to equip your workers with a PDA?
Use a mobile phone & RFID instead!
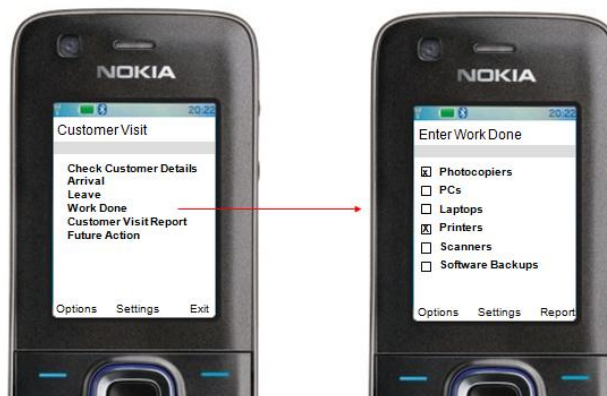
Example Scenario

The following examples show how the easy-to-use mobile phone field service solution could be configured to utilize RFID tags for proof-of-attendance and simple data capture.

- Maintenance worker, visits several customer sites a day in company vehicle
- Start of day/shift – scans tag in van with phone, logs on using unique id.
  - Location tag in van automatically identifies the vehicle.
  - "Vehicle" options shown = chooses Start Shift, enters Mileage figure from odometer
- Visits warehouse, at entrance scans tag with phone to record arrival there
  - Location tag automatically identifies the warehouse
  - "Door" location options shown = IN, OUT. Chooses IN - time, place, employee all recorded
- Takes goods from shelves, scans shelf tag, records quantity, places in van
  - Location tag automatically identifies Product code
  - "Product" location options shown = Goods In, Goods Out. Chooses Out, enters quantity
- Warehouse entrance, scans tag, records OUT from "Door" location
- Arrives at customer site, scans entrance tag to record fact
  - Location tag automatically identifies the customer
  - "Door" location options shown = IN, OUT. Chooses IN – records time, place, employee, etc
- Proceeds to working point, and scans tag there to record job starting
  - Location tag automatically identifies the service contract number
  - "Workplace" location options shown = Start Job, Task, End Job
  - Chooses Start Job, enters Job No. and information immediately sent to back-office system.
  - Chooses Task which then allows selection of pre-defined types. Data also transmitted.
- Completes work and scans same tag to record job ending
  - Chooses End Job and selects a Status from pre-defined list
- Customer site entrance, scans tag, records OUT from "Door" location
- Proceeds to next customer
- End of day/shift – scans Vehicle tag, chooses End Shift, records Mileage, logs off system

The above is quite a complex scenario. You may wish to simply record In and Out times at each customer location. With Mobile-e-Solutions Field Service Mobile RFID you can easily configure the field-worker functionality that your organization needs.

Example phone menus

For more information please contact Mike Lister on 0845 643 4898 or email him at info@mobile-e-solutions.com