



Job Maintenance

SoloAdvance Mobile Phones & RFID Tags



Mobile-e-Solutions Ltd has teamed up with HT Projects Ltd to provide a complete in-field Job Maintenance system as an addition to SoloAdvance.

Maintenance tasks are recorded on SoloAdvance against specific locations either on-site via the mobile phone or via the back office database. These new jobs are then automatically sent, via the Job Maintenance module, as messages to the assigned maintenance engineer's mobile phone. Within moments of a new job being raised the engineer is aware of it and can prepare for the visit.

When the engineer arrives on site he simply touches his mobile phone to the pre-positioned RFID tag to get a list of all outstanding jobs for this location. He selects which one he is fixing and enters details of the repair and whether complete or partially fixed. He can then move on to the next job safe in the knowledge that the system has been automatically updated.

The field service 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 service visits and data logged by workers.

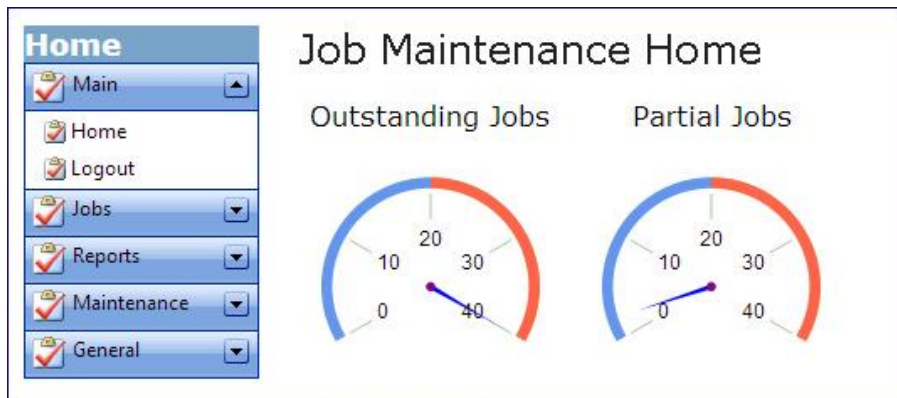
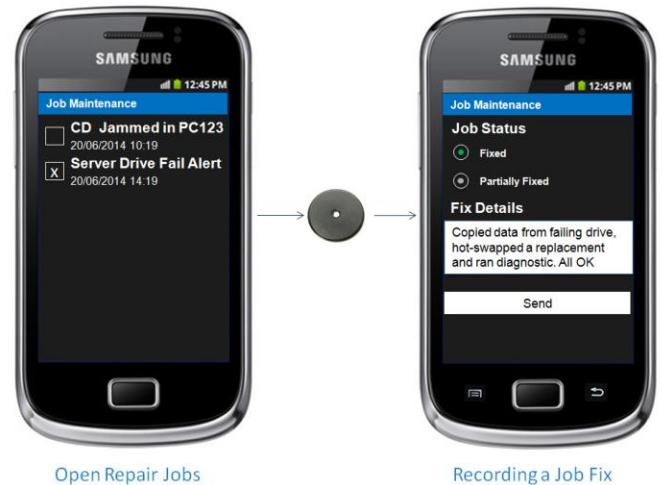
Web based KPI reports and enquiries allow both managers and clients to access real-time information that can also be automatically transferred to other operational systems.

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

Key Features

The following points illustrate some of the key features that are provided by the Job Maintenance feature addition to SoloAdvance.

- Jobs can be recorded either at the office or actually on site by other operatives.
- Jobs are automatically assigned to the responsible maintenance engineer, even if they are recorded on-site.
- The maintenance engineer is informed of all new tasks via an internal message sent to the inbox of his mobile phone.
- The maintenance engineer can review, at any time, all outstanding tasks assigned to him.
- When the engineer arrives on site he simply touches the RFID tag at the location and can get a list of all outstanding jobs for that location. It is also possible to get a list of all jobs done at that location.
- The engineer then simply selects which job he has fixed and enters whether partially or completely fixed, together with details of the work done.
- This repair completion task is automatically recorded in the web database system for instant review by managers.
- Managers and supervisors can use the back end database to interrogate the jobs database by area, engineer, by location and whether outstanding, fixed or partially fixed.
- KPI's are provided that let you know how many jobs are being raised and completed and whether or not you are meeting your service level agreements



The Job Maintenance module, an additional feature to SoloAdvance, provides a simple and easy-to-use tool for the recording and completion of jobs by maintenance engineers. It is not limited to simple job maintenance but can be configured to other scenarios where it is necessary for tasks to be carried out (and proved to be done) at certain locations at certain times.

Please Note

SoloAdvance for Field Service Engineers from Mobile-e-Solutions Limited uses software supplied by Reslink Oy, a Finnish-based mobile technology company. Mobile-e-Solutions Ltd is an Authorised Partner and Distributor of their products in the UK. In addition, the Job Maintenance module has been provided by HT Projects Ltd, a Chorley-based software development company. Copyright resides with the originator.

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