

Mobile Workforce Management

Optimises efficiency and traceability of mobile workforce operations

Mobile Workforce Manager (MWM) is a powerful and flexible system utilising modern mobile computing and wireless communications technology to improve the efficiency of mobile workforce operations.

The system includes a central scheduling system to create tasking for personnel, subcontractors and franchisees that work in the field or at remote locations. Compact hand held computers are used to receive work instructions and enter information relating to tasks being performed. Integrated barcode and RFID scanning capability makes it easy to register location of workplaces or identification of equipment being worked on.



Key functional areas of the system are:

- **Task scheduling and allocation:** tasks are scheduled by operations personnel and sent to hand-held computers allocated to mobile workers, using wireless LAN or 3G / NextG. Service Route planning can be incorporated using Microsoft Mappoint.
- **Data entry:** site / operation specific "soft" worksheets are completed by mobile workers using hand-held computers.
- **Site, asset or equipment verification:** RFID tags or hand-held computers to verify read barcodes equipment worked on and location of work performed.
- **Data uploads:** "Soft" worksheets are uploaded by wireless network to a central processing system
- **Reporting:** reports are generated quickly and accurately using powerful report generation software
- **Audit trail:** An accurate and readily accessible audit trail is established

The system can be utilised in a variety of industries, including:

- **Equipment Servicing:** Scheduled and breakdown maintenance of high value equipment.
- **Engineering & Construction:** Tracking and verification of remote site work, inspection and testing performed.
- **Asset Management (MWM AssetTracker):** Detailed asset information and maintenance data is available, and operations are recorded at the point of maintenance/inspection, with equipment identification by RFID tags or barcodes.
- **Hospitality:** Tracking and verification of cleaning servicing and quality assurance operations.
- **Food Processing:** Strict control of cleaning and quality assurance in an environment with strict hygiene requirements and HACCP accreditation is a significant advantage.
- **Proof of delivery verification:** Product deliveries are verified using electronic signatures.

APC Integration's Mobile Workforce Manager is a modular flexible system designed to be readily adaptable to suit the individual needs of each customer.



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