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Four ways to improve

Mobile Workforce Productivity

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FOUR WAYS TO HELP YOUR MOBILE WORKFORCE WORK MORE EFFICIENTLY

Productivity, a word loved by managers is conversely often a word that has frightened many an employee.

To them, it just sounds like more work and an opportunity for supervisors to be looking over their shoulders.

But this ebook isn't about being a drill sergeant. Rather, it's about empowering your team, boosting productivity and focusing on helping, not telling, your employees to be more efficient with their time. Imagine how much happier pyramid builders would have been in ancient Egypt had they been provided with vehicles and cranes!

The fact is an employee who goes home at the end of the day feeling like they've been productive and accomplished a lot is happier and more fulfilled. The not-so-productive employee who's always looking to pass off work in favour of knocking off early is, thankfully, in the small minority.

→ **This ebook will look at four ways** that you can equip your mobile workforce with the tools needed to be more productive and ultimately foster a happier and more satisfied team.

IN ADDITION TO IMPROVING WORKER PRODUCTIVITY THERE ARE SOME OTHER POSITIVE AND FAR-REACHING BENEFITS TO USING THE RIGHT TOOLS WITH YOUR MOBILE WORKFORCE. THESE INCLUDE:

➜ **Less time spent on non-profitable administrative** tasks such as data entry, tracking compliance and paperwork.

➜ **Faster processing of compliance requirements** such as roadside inspections.

➜ **Less time spent on paper-based compliance logs** for technicians and drivers.

➜ **Quicker and more accurate** generation of real-time service reports.

➜ **Improved customer service and capturing of client data** for more effective management of support tickets, sales calls and marketing campaigns.

➜ **Lower hardware costs and easier deployment** using the mobile devices your team's already carrying.

The reality is that the industry landscape is changing rapidly. The Internet of Things is changing the way we all do business and the next generation of customers is expecting more. As a business owner, it's time to adapt. The good news is that you don't have to be content with just adapting to survive; **you can harness this climate of change to make your business even better and stay ahead of the competition.**

➜ Read on...

The four areas of mobile workforce operation we'll touch on in this ebook are:

➜ Managing jobs and work orders

➜ Completing forms and paperwork

➜ Compliance

➜ Performing required pre and post-trip vehicle inspections (DVIR)

These procedures affect a high percentage of mobile workforces in the UK today and the traditional methods are no longer sustainable for modern fleets operating in a highly competitive environment.

Keeping teams in the field at their most productive is easy with prioritised mobile job management. Scheduled jobs are provided direct to the worker's device at the start of their shift. You can prioritise jobs based on:

➜ Location

➜ Proximity to the technician

➜ SLAs (Service Level Agreements) e.g. time window restrictions on when the job can be done

➜ Manual overrides

Jobs can be signed on the device by customers and automatically marked as completed on departure and transmitted back to home base in real time. Or, conversely, any issues can be immediately reported back to the office for timely review and resolution.
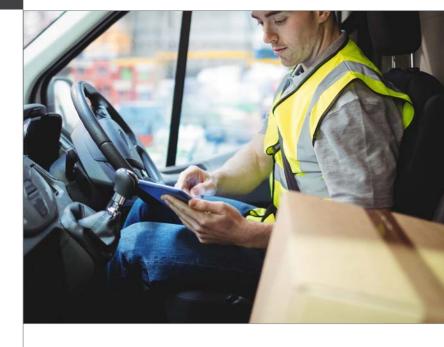
This means less windshield time for teams outside the office, fewer miles, more productive time on the clock and better customer service. Mobile job management keeps both workers and customers happy.

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Make paper forms disappear

It's never easy getting your teams to keep their paperwork up-to-date but it is crucial to your service operation. Automation of forms on a mobile device, such as an iPad or a Samsung Galaxy can be a huge time saver for your business. Paperless forms help you:

➜ Log the right information on the right form at the right time

➜ Keep job history accurate

➜ Update customer records or government compliance

➜ Ensure that internal reports and dashboards are up to date

To improve the accuracy and timing of required paperwork, mobile automated forms are a crucial tool for today's mobile worker. The impact of reducing the paperwork burden on your drivers can also improve employee retention.

➜ It also saves time for your back-office staff that no longer needs to decode handwriting from paper forms and manually enter it into the system.

With electronic forms, all the job information gets saved directly into the database from the driver's connected device.

For any company with a fleet of vehicles, government regulations are a part of doing business. If you don't have the right tools in place to comply with these regulations, your company can quickly find itself in hot water. Automating your compliance processes can help:

➔ Reduce workload
➔ Lessen audit risk
➔ Minimise fines and violations

Manage driver hours on the road and stay compliant, keep your team safe and avoid roadside fines.

The best way to consistently remain compliant is by using a mobile workforce management solution. Not only does it take the guesswork out of deciphering rules and regulations, it also speeds up roadside inspections due to the device being used for evidence of driver activity without the need to wade through paper logs.

➔ The solution stores your drivers' activities by recording on-duty, off-duty, sleeping and driving events, and displays available duty hours.
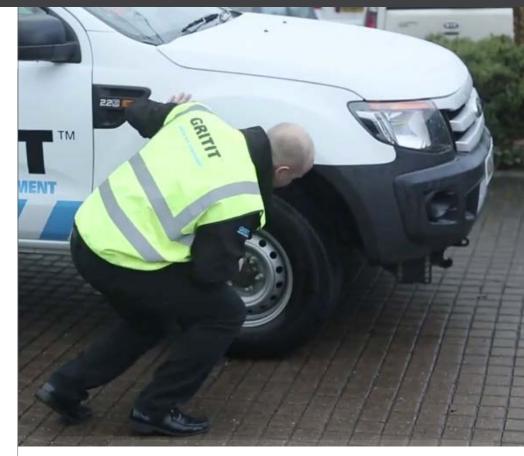
This helps to streamline operations and eliminate paperwork. With a mobile workforce management solution, each driver is given a "Driver ID" which is critical for not only driving hours but also serving as a mobile time card.

Improve compliance and speed of vehicle inspections

Does your company require mobile workers to perform driver vehicle inspection reports (DVIRs)? Are you looking for ways to automate these and make sure drivers complete them accurately?

DVIRs are commonly overlooked or completed without physically inspecting the vehicle, increasing the chance of citations for non-compliance, breakdowns or even accidents due to missed maintenance

With a mobile DVIR solution you can get immediate confirmation the report has been completed and the driver was physically present to do the inspection.

→ Using their handheld device, drivers scan a QR code (similar to a barcode) affixed to specific vehicle inspection points.

This instantly verifies that the individual checkpoints on the DVIR have been completed. You can also add photos to the report as well when any damage or maintenance issue is identified.

When's the best time to implement change?

We all know that no business is 100 percent agile. No business can turn on a dime. Even smaller enterprises need to work through a decision process and look before they leap.

But the clock is ticking. Change is coming whether fleet owners want it to or not.

So don't wait until change is forced. Do one better.

Use upcoming legislation as the catalyst to effect change in your mobile workforce and start enjoying the productivity gains sooner rather than later.

→ *FIND OUT WHAT EQUIPPING YOUR TEAM WITH A MODERN MOBILE WORKFORCE SOLUTION CAN DO FOR YOUR FLEET'S BOTTOM LINE.*

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Telogis provides a cloud-based location intelligence software platform for companies that require route optimisation, real-time work order management, commercial navigation, telematics and mobile integration services for their mobile workforces.

Telogis is dedicated to enhancing the value of its customers' businesses through intelligent integration of location technology, information and services. Telogis was established in 2001 and is headquartered in Aliso Viejo, California, with offices in Europe and Latin America as well as development centers in Austin, Texas; Toronto; and Christchurch, New Zealand. Telogis' products and services are used and distributed in more than 100 countries worldwide.

To learn more about Telogis, visit
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