



Mobile FM

delivers enhanced two-way communication via PDA between base and remote technicians

Remote working is becoming an essential working practice within the facilities management department and can significantly increase efficiency as well as save the time and money spent on duplicate administration. In addition there are a number of ways improved communications with a mobile workforce can help reduce environmental impact, ranging from lower vehicle emissions to increased plant efficiency.

strategic benefits

- ▶ Increased efficiency of mobile workforces by allocating tasks to technicians in the field.
- ▶ Enhanced client expectations through improved Service Level Agreement (SLA) attainment.
- ▶ Removal of constraints on technicians as they are able to receive instructions remotely and complete information when attending jobs.
- ▶ Maintains an accurate level of database information by collecting information remotely.
- ▶ Speedier communication so that, for example, parts can be ordered while technicians are on site and jobs can be closed quicker.



tactical **benefits**

- ▶▶ Mobile workers can carry out planned and reactive tasks as well as surveys on risk analysis and health and safety.
- ▶▶ Reduces geographic constraints on the workforce.
- ▶▶ Real-time data enhances decision making and improves technicians efficiency, which has a positive impact on SLA performance.
- ▶▶ Communication with your workforce is improved.
- ▶▶ Client service improvement as technicians can react to verbal requests in the field by logging the task over the PDA.
- ▶▶ Information captured at source reduces error rates and eliminates double entry.

operational **benefits**

- ▶▶ Powerful, lightweight portable devices. are easy to use with minimal training required.
- ▶▶ Software is process driven and impacts minimally on existing working procedures.
- ▶▶ Improved communication with base reduces technicians' travel time.
- ▶▶ Data updates at site of task reduces administration time.

integration with other modules

Causeway provides a modular suite of automated management tools, providing comprehensive business solutions for all sizes of business. Our solutions can be expanded to meet business requirements, with full integration between modules, and are supported by a range of services delivered by a highly experienced and dedicated team.

system **administration** and **reporting**

Report creation and administration modules are provided for in-depth reporting and customising information to meet clients' needs and processes.

Mobile FM via **SaaS**

SaaS is a method of outsourcing facilities management applications via a PC, web browser and an internet connection. The SaaS service will reduce implementation and running costs and eliminate IT issues associated with installing the software in-house.

For more information

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