



AGRESSO Field Force

Integrated field service and asset maintenance - for businesses living in change

What is it?

AGRESSO Field Force brings together a range of management and administration tools in a single module that covers: asset maintenance, inventory management, contract management, resource allocation, regulatory reporting, time/billing invoicing, and mobile workforce communication.

Who is it for?

The main types of organisation that will benefit from Field Force are those managing the maintenance of their own or others' assets (i.e. properties or equipment) or which have field-service teams or other mobile workers. It is ideal for those managing projects and performing operational tasks that involve ongoing maintenance, and it offers a streamlined and transparent way to fulfill high-volume, small-service-order activities. It also supports a move from decentralised handling (via local offices) to a call-center-driven operation.

How can it help?

Field Force enables field service/asset maintenance organisations to provide the highest levels of service for today's demanding customers. Thousands of individual service level agreements (SLAs) need to be managed, each with their own unique pricing model. Failure to meet these demands means declining customer satisfaction, serious delivery delays, and invoice errors that impact payments and cash flow. The module addresses these challenges in a practical way – balancing customer satisfaction and business profitability.

Increased speed and quality of response

Field Force provides a consolidated and centralised view of the entire service-order process. Call center staff and field workers can access the same set of information, as well as take action and provide real-time updates based on this "single version of the truth." This enables you to deliver immediate, visible benefits to meet customer expectations – via quicker response times and an increased level of service.

Improved utilisation and efficiency of field workers

As with all service-centric organisations, the management and efficient use of resources is critical to successful field-services operations. Here are some of the ways that Field Force enables organisations to overcome the many typical problems:

- eliminate delays in finding resources closest to a service need;
- increase visibility of the activities and locations of mobile workers;
- decrease missed productivity opportunities, which are often caused by the mobile workforce being cut off from access to office-based computer applications.

Reduced revenue leakage and invoicing cycle times

Field Force's mobile integration capabilities translate into faster invoicing cycles and problem resolution. Mobile field workers are able to: accurately account for tasks performed and materials used; update inventory; and close the invoice cycle in real-time, while still on site.

A broader, integrated solution

The strengths of the Field Force module are multiplied when used as a fully integrated part of the broader AGRESSO ERP solution. This enables it to support and be informed by other key business areas. For example:

- **Procurement/stock** – users can see stock levels and raise new purchase orders direct from the "Service order central" screen. Advanced handling of discounts and rebates helps maintain price visibility and maximise the benefits of bulk purchasing.
- **HR** – sharing information with HR and Resource Planning/Deployment systems and validating that the resources have the right competence and skills.
- **Performance management** – enabling managers to view, analyse and report on the entire business operations surrounding field service and asset maintenance, to identify bottlenecks, increase efficiencies and gain an unparalleled top-down view of the operation's structure, activities and performance.

How are we different?

AGRESSO's unique VITA™ architecture, which delivers true post-implementation agility, allows changes to your system long after initial installation – in response to changing requirements, at the lowest possible cost and without depending on expensive external consultants or constrained IT resources. This makes AGRESSO the ideal choice for service-based organisations that are affected by frequent and dynamic business change. We refer to these types of organisation as "Businesses Living IN Change (BLINC™)."

AGRESSO Field Force not only offers unrivalled functionality for your asset maintenance and service team management but it also delivers a truly agile and integrated business solution. This takes you far beyond the savings and control that can be achieved with isolated best-of-breed systems, where key information can remain trapped in individual system "silos."

What does it do?

AGRESSO Field Force equips your team with a broad range of tools and facilities, including:

- a single point of entry for managing customer information, registering and planning resource, planning material, and tracking progress;
- embedded analytics and reporting for on-demand tracking of time, capacity and skills, as well as financial and inventory management;
- automated work-order registration, inventory and product-usage updates;
- proactive service maintenance and object inventory capabilities for scheduling regular preventative work to complement swift reactive maintenance;

- ability to create credit invoices for both products and hours;
- separate and customised price lists for time and materials;
- purchasing optimisation to compare prices from different suppliers;
- import of products and catalogues with flexible mapping to support different file formats;
- integrated document management;
- unlimited capture of data via user-defined fields;
- out-of-the-box infrastructure for mobile device integration to third-party mobile devices.

The "Service Order Central" screen provides consolidated customer information accessible to call center staff or field workers via wireless mobile devices.

The **Invoice Proposal** function gives a direct, dynamic view on the billing build-up, as the work order attracts cost and income assumptions from Agresso Project, through the life of the work order activities.

Product follow-up allows dynamic information exchange with the Procurement module, on the status of spares availability and pending deliveries allocated to the service order. This helps to ensure the right equipment and materials are available, to avoid wasted journeys for technicians.

Fully integrated with other complementary business functions like Inventory Management.

The screenshot shows the 'Service order central' interface with several callouts:

- Invoicing**: A dropdown menu in the top left.
- Prod. follow-up**: A tab in the top navigation bar.
- Inventory Management**: A tab in the top right navigation bar.
- Work description**: A text field in the main form area.

The main form displays the following information:

- Work order:** 22123, The refrigerator is not working, The order registered
- Project:** SERVICE, Service project, Order type: Serviceorder
- CustID:** 1001, Smith & Jones Industries Ltd, Reference 2: John Arndt
- Reference:** Tom Jones, Reference 3: Carl Long
- Error code:** Reported by phone, ExtRef: 1001
- Work description:** The refrigerator in the cafeteria is not keeping cold. Afraid of food going bad and having to close during the company meeting that is starting this evening at 7PM. Could potentially be the compressor. Model AEG 505, 6 years old.
- Received:** 07/30/2007, 02:40pm, Start work, Date: 07/30/2007, Time: 04:00am, Comment: No later
- Address table:**

Type	Contact	Telephone	Address	Place	Choose
W General	Tom Jones	555 533 5333	2 Vaughan Way	MANCHESTER WC2R	<input checked="" type="checkbox"/>
C Delivery	John Arndt	555-556-2345	10 Downing St	London	<input type="checkbox"/>
C General	Tom Jones	555 533 5333	2 Vaughan Way	MANCHESTER WC2R	<input type="checkbox"/>
C Bank	Carl Long	555-345-7863	234 Bristol Place	London	<input type="checkbox"/>
- Updated:** 07/30/2007 14:46:00, User: SYSTEM

Agresso Pty Limited (www.agresso.com.au) is a dynamic organisation providing innovative business information management solutions to leading organisations across Australia and New Zealand. Agresso provides, AGRESSO Business World (AGRESSO) for organisations that are people, project and service oriented. Over 2,900 private and public organisations, in over 100 countries, have deployed AGRESSO. AGRESSO's unique ability to change as new requirements appear, without incurring expensive programming costs, is its main competitive differentiator.

To request more information or to discuss your needs in detail, please contact us: sales@agresso.com.au or +61 2 8570 9000