



# Task

## CONFIGURABLE MOBILE PLATFORM SOLUTION

A configurable mobile platform to deliver a unique solution across a number of scenarios with strong use cases within the Transport & Logistics and Facilities Management industries



# Introduction

In an ever-evolving digital world, today businesses need to embrace innovation through the deployment of technology in order to deliver transformational gains and improve operational efficiencies.

Organisations are focused on delivering a range of outcomes in order to meet SLA's, provide an enhanced customer experience, improve cost efficiencies, and increase workforce productivity. In order to do this, these organisations strive to achieve:

- An increasing revenue from better operations of business processes
- Enabling businesses to reduce the costs of managing or completing workload
- Engage and empower employees to make improved decisions on a day to day basis to improve the quality of data and service to the end customer
- Ensure compliance within the workplace is adhered to, allowing the business to be proactive to any faults or hazards that may be apparent within the different environments they are working within
- Improve customer satisfaction and retention through the enhanced quality of service provided

Totalmobile can facilitate these outcomes through the use of mobile technology across our Task Platform. Task is an enterprise level mobile working solution that enables businesses to create/manage daily workload, manage business assets, automate complex business processes, capture intelligent data and access the information they need to deliver services efficiently, first time.

# An Introduction to Task

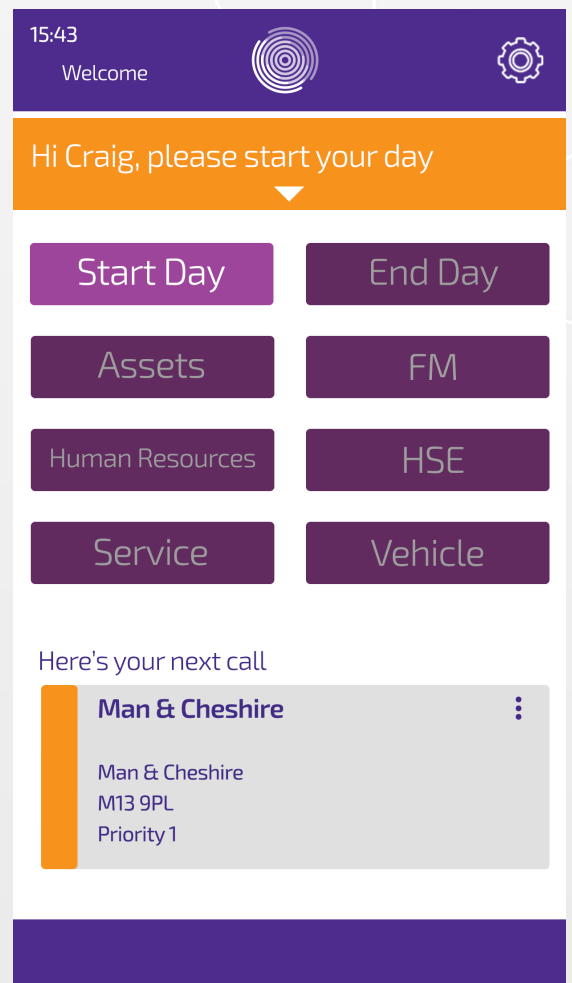
Task provides organisations with a development toolkit that enables the configuration of sophisticated field service management solutions that meet all required needs. This enables processes to be automated and empowering staff to deliver great services, while providing management with the control that ensures all compliance standards are met.

Task comes in the form of a mobile application and web console component. These can be utilised together to create a standalone solution or individually as an extension to all existing back off systems, enabling all information to be seamlessly passed between the solution and various job management systems.

The Task mobile application provides the workforce with a native application, that can work on any device or operating system. The Task application provides the workforce with all the information they require to complete their work efficiently. Staff can receive their assigned work, all accompanying job details, historical job information, useful guides and required forms, that can be completed via the application to streamline the delivery of work. Business processes assigned to individuals can be completed while offline, if the Task application is being operated in areas which has no connectivity.

The Task Console provides a real time view into the solution data, with the added ability to fully manage all workloads, workforces and system data effectively and efficiently. Work can be created and managed through detailed workflow and is scheduled to the workforce in advance through manual next day or optimised planning.

Task enables real time and historic data to be aggregated through Insight Reporting to provide the full audit trail of the item of work completed in its current state. Task Insight reporting is flexible to allow operators to analyse any type of data in the system through configured views.



Additional to work being managed through the Task Platform, Internet of Things devices and sensors can be integrated into the solution which allows environments and assets to be monitored, triggering notifications and work within Task.

End Customer engagement is a key feature within the Task Platform. Whether internal or external to the business, Task allows for key information and statuses captured to be conveyed in an appropriate format. This can be provided to the customer in the form of a physical report, email, text message or real time performance dashboard and Insight reporting.

Task will easily integrate with all existing critical back office systems, enabling all information to be seamlessly passed between the solution and various job management systems. This ensures staff can access all the information they require, regardless of where it is stored and when work is completed, back office systems are updated with all information captured, in real time.





Task can ensure increased reliability, efficiencies and quality within the service provided by the office and field services' users of the Task Solution:

#### **Increase workforce capacity by automating processes**

Through the removal of admin, paperwork and unnecessary travel, each staff member can save on capacity, enabling them to focus more of their time on delivering services. With access to easy to use, electronic forms and having the ability to effectively action and execute information captured, processes are automated and carried out in an efficient, pro-active manner.

With information recorded and synchronised in real time, it ensures workforce standards are upheld by every member of staff.

#### **Enhance SLA compliance and ensure field worker safety**

Guiding staff through an approved workflow and ensuring all required tasks are effectively completed and evidenced, enables organisations to ensure that services comply with all regulations and agreed procedures. Task provides the ability to provide complete visibility of information required such as a vehicle's condition for example in the event of a new damage claim is essential. Being able to locate a mobile workers' whereabouts ensures field worker safety.

#### **Drive innovation and provide a market leading service**

By ensuring staff have access to all the information they require, while at the point of service delivery, it empowers them to deliver a timely, high quality service that drives improvements in customer satisfaction. Utilising wearables and our Sense, IoT capability, organisations can ensure pro-active service delivery using the most innovative software.

#### **Reduce operational costs throughout your organisation**

Being more aware of situations as they develop, organisations can take preventative actions, helping avoid more costly jobs on a later date, or quickly fix issues, helping ensure compliance and reduce fines.

# An Overview of Task's key features

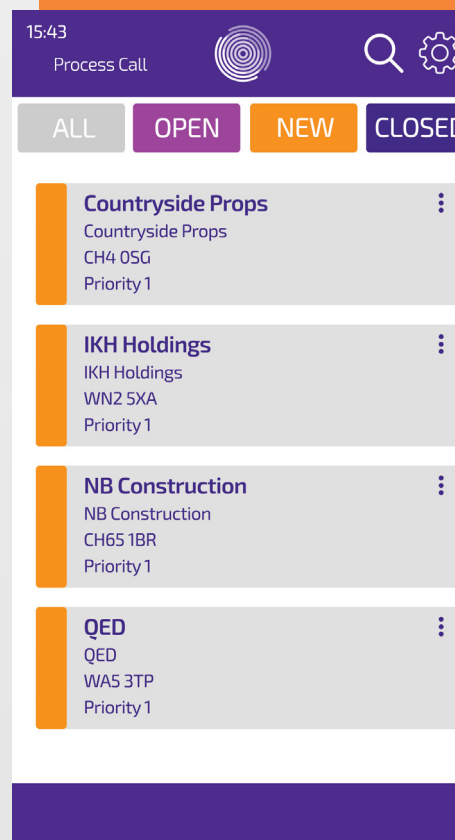
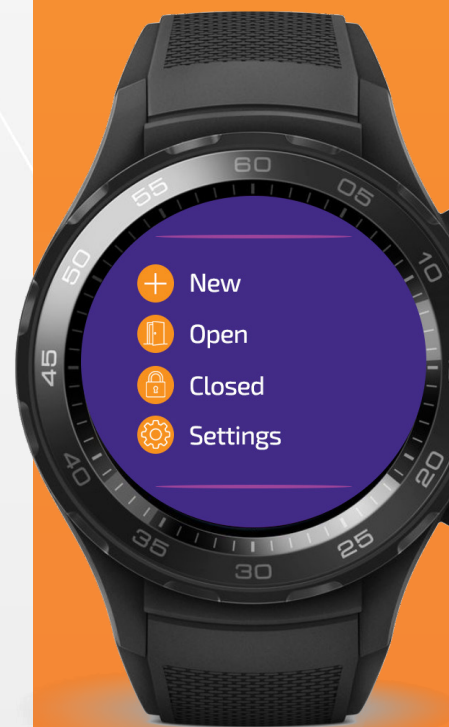
The Task development platform offers a comprehensive mobile working solution that consists of a range of features and capabilities to streamline the delivery of the back office and field-based business processes. These include:

## Task Application

The Task application can be utilised on a wide range of Smartphones, Tablets, PCs and Wearable devices, across a number of platforms, including Android, Android Wear, Windows 10, iOS or Tizen. This provides the workforce with complete flexibility in device choice. When required, appropriate peripherals can be easily associated with the chosen field device to meet the needs of the solution i.e. Bluetooth printers for field receipts and reports, barcode / NFC readers for asset identification. The Task application can also be fully "white labelled" to meet the needs of the business and provide the application with the appropriate business branding.

## Workflows

Task will guide the mobile users through a step by step task orientated workflow for the type of work being completed. Multiple types of workflow can be configured in each Task solution to be completed from the Task application. Forms are embedded as part of each workflow to complete when the task is invoked in the process. This process drives a standardised approach to data capture across the business that all end users will subsequently conform to, enabling a greater depth of reporting capability and ensuring the quality of work recorded by the end user. Task can configure complex business cases into the workflow. This allows Task to flex around current business processes and also create workflows to address unique business scenarios. Workflows can be driven from the data that is captured in the workflow, depending on answers provided by the end user, this can determine the tasks and questions that are displayed to the end user or the next stage of the process.



## Manage

The Task Console allows supervisors / team leaders to effectively manage current work and their workforce with real-time monitoring of user activities. The console provides key status information with full visibility of the current status, work completed, time taken, data captured, signatures, files, and images; all logged and clearly displayed for effective management. The Task Console provides the ability to create work and assign in the same workflow. As per the Task application, workflow is created for the type of work to be completed, which matches the business processes and ensure data is captured and available to the device user at the assignment. This work is then monitored and alerted on in real time.

## Schedule

Empower planners and supervisors with a manual, dynamic scheduling, and route optimisation toolset to facilitate real-time planning of appointments and optimisation of routes. This allows for the efficient and effective utilisation of the workforce with full visibility of progress against plan.

## Location

Real-time context-based location monitoring of the workforce. Accurately recording the individual's exact location in keeping with their current work that is in progress and the display of work that is yet to be assigned. This feature helps protect lone workers, improves planning decisions, and manages compliance. Current live and historical views are available from the Task Console with hover over features to see the latest updates from the individual(s) being monitored.

## Business Rules

Task Business Logic is triggered as the data collected is processed in real time. The business logic rules allow Task to take key information and statuses captured to be conveyed in an appropriate format when scenarios are met. This can be provided to the customer in the form of a physical report, email, text message, additional task creation, custom validation/actions or real time performance dashboard and Insight reporting.

15:43

Welcome



Hi Craig, please start your day

Start Day

End Day

Assets

FM

Human Resources

HSE

Service

Vehicle

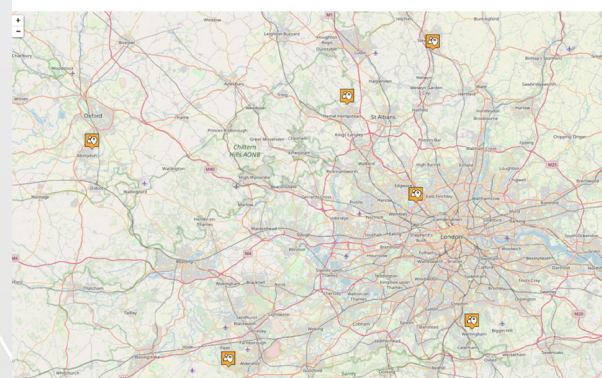
Here's your next call

**Man & Cheshire**

Man & Cheshire  
M13 9PL  
Priority 1



Home > Active Map View > Active Users (This week)



## Reporting

Define active, real-time dashboards to graphically represent data and help management make informed decisions. Configure reports that can be automatically generated and accessed through Task Console for supervisors, management, customer or third parties depending on the audience and data that needs to be included.

## Integration:

Task will easily integrate with your critical systems enabling all information to be seamlessly passed between the solution and various record systems. This ensures staff can access all the information they require, regardless of where it is stored and when work is completed, back office systems are updated with all information captured, in real time. Furthermore, third party applications have been seamlessly integrated into the Task application. These include Google/Here maps, CoPilot Satellite Navigation, Lone Worker, Microsoft Azure File Navigation, Phone, Email and Browser native functions.

## Internet of Things (Sense):

Implementation of The Internet of Things (IoT) sensors (Totalmobile's Sense solution), to identify events, aggregate & analyse the data feed into the Task Rules Engine and the Reporting. This data can then help to drive new work, alerts, and notifications within Task. All the main IoT protocols and providers are supported within Sense giving you the choice of using the most appropriate sensors for the deployment, whether this is to monitor an individual asset or environment.

The screenshot displays the Task application interface. At the top is a navigation bar with icons for Home, Task, Dashboard, Tasks, Users, Table Data, and Open. Below the navigation bar, the main content area is divided into several sections:

- User Profile:** Displays the name 'Craig Ottewell / CraigOttewell', reference 'CraigOttewell', type 'Training', language 'English', organisation 'TBS', group ref 'Nottingham', and evolution user name 'Craigottewell'.
- Assigned Tasks:** A table with columns 'Ref', 'Type', and 'Header Data'. It lists several tasks with references like 'MC\_2019A28376194519' and types like 'Service Call Out'.
- Connection History:** A table with columns 'Created On', 'Server Name', and 'Device ID'. It shows a list of connections with dates and server names like 'TBS-TMHD-Demol'.
- User Messages:** A section for messages, including a message about a delivery job to Derby Depot.
- Manage User Shifts:** A section for managing shifts, showing a grid for Monday, Tuesday, and Wednesday with columns for 'On Shift' and 'Annual Leave'.

The screenshot displays the Task application interface showing IoT sensor data. At the top, there are five circular icons representing different sensor types: Assets (4), Sensors (5), Alerts (0), Active Rules (1), and Active Alerts (0). Below these icons, there are two large numbers: 34 (Alerts this Week) and 61 (Grand Total Alerts). To the right of these numbers, there is a physical sensor device, which is a white, cylindrical unit with a black lens and a small display. The background of the interface is orange with a pattern of white dots.

## An Established, Trusted Solution

With the needs of mobile workers at the very heart of the solution, Task provides your field-based workforce with everything they require to deliver more services, of the highest quality, at a reduced cost.

That's why we are trusted by some of the biggest names in the Transport & Logistics and Facilities Management industry across the UK:



### What's Next?

Totalmobile would like to speak to you about how our Task solution can drive increases in workforce capacity and costs and improvements in compliance. If you'd like further information on our Task solution and how it can benefit your organisation, contact us today via the contact details on the back of this document





# Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

## **Belfast HQ**

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111