

# iDMobile

## PDA Solutions

### *...making the most of your mobile workforce...*

Staying in touch with your mobile workforce can be time-consuming and costly:

- Time and fuel is wasted when mobile workers travel to and from the office to return or collect job details
- The costs of repeat mobile phone calls or voicemail soon mount up
- Variable mobile phone coverage results in missed calls or incomplete messages
- Interrupting sales or service visits with new instructions is disruptive and, of course, using a mobile phone whilst driving is illegal
- Customer information written on forms, or sometimes just scraps of paper, is often lost or delayed and needs to be re-keyed into the back-office system before invoices can be processed.

What if mobile phones and paperwork could be replaced by a simple, cost-effective mobile system that enabled you to increase productivity, reduce costs and improve customer service?

iDMobile is a PDA-based solution that links your back-office system directly to your mobile worker.

<b><i>Cut Costs, Increase Productivity</i></b>	
Save time and fuel by communicating jobs directly from the back office system to your mobile workers' PDAs	Capture completed job data electronically for immediate invoicing and improved cash flow.
Increase workforce utilisation and reduce overtime costs by keeping mobile staff on the road	Eliminate time spent re-keying job histories into the back-office and reduce errors
Streamline materials ordering and lower inventory costs through better parts management	Optimise resource requirements and/or identify spare capacity to increase revenue
Instant overview of all work, allocate/reallocate jobs instantly	Replace mobile voice calls with cheaper data transfers
Use satellite navigation to plan most efficient route, see mobile worker locations and record travelling time	Validate mobile workers' timesheets

<b><i>Improve your customer service</i></b>	
Faster emergency response times	Planned maintenance done on schedule
Accurate billing information	Accurate appointment times
Capture digital signatures and/or photos of work done as proof of delivery	Demonstrate performance against KPIs and SLAs, and avoid penalties
Better informed site presence, increasing first-time fix rates	Speed order fulfilment through automated links to minimise delay and customer downtime



Every job you enter into your back-office system is automatically sent to the PDAs of your mobile employees. They know exactly where they are going and what they have to do. You know when they set off and how long they were there.

Once the job is completed, they send the results, materials used, customer's electronic signature and even a photo of the work done back to your office via the mobile GPRS network. This information automatically updates your back-office system.



iDMobile can be integrated with your existing back-office system or, alternatively, you can use iDMobile's optional Service Management system to form a complete solution for your back-office and mobile workforce needs.

Because iDMobile is so versatile, it can be set up to suit your business requirements, both now and in the future. iDMobile:

- Can create virtually any screen, action, scenario or pro-forma
- Can quickly incorporate changes in legislation (such as Health & Safety)
- Can be rolled-out and upgraded remotely, even in the field
- Can quickly incorporate changes arising from new products or services
- Is designed to be mastered by your workforce with no technical knowledge
- Is as simple or complex as your business needs
- Can integrate with complementary technologies such as satellite navigation, vehicle tracking, bar code scanning and RFID solutions.



Since 2004, iDMobile has been enhancing the efficiency of mobile workers in many sectors, each with their own unique business needs. They include:

- HVAC
- Vending machine operators
- Mobile nursing
- Couriers
- Security
- Plant hire

and many more.

iDMobile is a simple and effective PDA solution for companies of any size, but particularly meets the needs of small and medium-sized enterprises.

**For more information, contact**

iDynamics, Kidd House, Whitehall Road, Leeds LS12 1AP  
 Telephone: 0113 246 2100 Email: info@idynamics.com