

My Council Services - Mobile Workforce Management Solution

The Mobile Workforce Management solution module allows local authorities to remotely manage their mobile workforce via My Council Services, a device independent cloud workforce management platform.

The Mobile Workforce Management solution provides local authorities with the tools to maintain an efficient and productive mobile workforce. In-house administrators are able to automate and monitor mobile workforce progress, and assign new tasks as they come in. Mobile workers themselves are able to create, receive, and process tasks in the field. The platform allows you to update your process in real-time, providing administrators and mobile workers with an uninterrupted workflow. Mobile workers no longer have to fill out paperwork or return to base to sign-off and receive tasks. Instead, they can remain in the field completing activities to enhance productivity.

As the mobile application is native, mobile workers are able to work offline if they enter an area with limited internet coverage. Once they regain a signal, the mobile application immediately returns progress updates back to base.

- Cloud-based system designed for ease of use with low maintenance overheads.
- Fully configurable mobile application with changeable interfaces to meet different local authority mobile working requirements.
- Fully compatible with Android and iOS technology.
- Available as a standalone application or integrated into other third-party products.
- Intuitive rules engine capability for workflow automation.
- Enhanced security features built as standard to ensure mobile information is safe and secure.

Benefits

With increases in productivity and efficiency provided by the Mobile Workforce Management solution, the benefits are not only realised by administrators and mobile workers, but also by customers reporting issues seeking a swift resolution.

- Quick and easy to configure and deploy, across multiple mobile working business areas.
- Replacement of manual paper-based workflow, with streamlined digital end-to-end task completion.
- End-to-end processing of activities in the field by mobile workers, negating the need to return to base.
- Advanced analytical features allowing for effective reporting and monitoring of individuals, teams, and business functions.
- Ability to process customer requests with limited administrator intervention, ensuring work is allocated for completion in a timely manner.
- Automated messaging that keeps both customers and administrators informed with regular work progress updates.



Express Worker Module

The Mobile Express Worker module can be configured for express working on the go. This interface facilitates the updating of bulk activities (e.g. new bin deliveries) in a quick and efficient manner.



Mobile Worker Module

The Mobile Worker module can be configured to manage any number of detailed tasks (e.g. food hygiene safety inspections). Information including photographs and written evidence can be captured to ensure appropriate information is recorded.



Mobile Manager Module

This interface is available for supervisors and managers who need the ability to oversee workforce activity. Mobile Manager allows the re-allocation of activity in real-time, thus balancing workloads appropriately.



Lone Worker Module

This module forms part of the Mobile Workforce Management solution. As safety and security of the workforce is a top priority, Lone Worker allows both workers and managers to configure the platform to enable personnel check-in functionality.

Features

In addition to the core functionality and features already described, the Mobile Workforce Management solution includes enhanced features that can be deployed depending upon the types of mobile working undertaken. These include, but are not restricted to:

- The ability to capture electronic signatures, verifying that mobile workers have completed tasks.
- The ability to record itemised costs attributable to tasks and activities.
- The ability to build bespoke or customised analytical reports for both tactical and strategic performance monitoring.
- The ability to optimise tasks and activities, calculating the most efficient route for workers or teams to complete their assigned tasks.

Outcomes and Savings

Abavus has successfully deployed the Mobile Workforce Management solution across different business areas at many local authority sites. Local authorities have been able to show continuous improvement of services through the advent of mobile working. Key benefits realisation includes:

- Customer engagement and satisfaction has increased through the use of intelligent workflow, keeping customers updated as their issues are quickly and efficiently processed via mobile working.
- Through the usage of automated workflow (customer direct to mobile worker), the burden on back office administrative staff is reduced, thus leading to cashable savings through headcount reduction.
- The productivity of mobile workers in the field has increased as tasks are allocated in real-time for immediate completion, and with mobile workers utilising in-built optimisation to calculate the most efficient work routes.
- The efficiency of mobile workers has increased with the reduced burden of completing paper-based tasks.



At a glance

The Mobile Workforce Management solution is suitable for any team, department or unit that needs to access, manage, and complete any assigned service requests or tasks.

- Allows your workforce to process service requests and tasks from the field on both iOS and Android devices.
- Real-time updates keep back office administrators and on-site workforce up-to-date with the most recent information.
- Significantly reduces paperwork as all information can be recorded digitally and uploaded to your My Council Services cloud-based portal.
- Workforce no longer needs to return to base to update, close, or receive new tasks.
- The ability to build bespoke or customised analytical reports for both tactical and strategic performance monitoring.
- Seamless integration with our sophisticated rules engine to automate work processes relating to task assignment and sign-off.
- Fully native app provides offline capability should the workforce experience, or enter an area with, limited network access.
- Technology fully configurable to match the processes and work responsibilities required by the local authority.

If you are interested in finding more information about the My Council Services - Mobile Workforce Management Solution, please contact us below: