advanced

People. Partnership. Solutions.

Seamlessly connecting you to your field workers

Job Manager

Connecting the field workforce

Manage mobile teams more effectively

How centralised managers can gain visibility, streamline processes and empower field workers to more effectively manage field workers.

With our mobile Job Manager solution, you can streamline processes to significantly drive productivity improvements and deliver more effective service. The software ensures that information flows seamlessly between office-based teams and field workers, and that managers gain real-time visibility. Job Manager spans the full lifecycle of field-based activity from allocation to completion.

Optimised Field Service

Real-time visibility

- > Real-time activity
- > Worker locations
- > Updates and information

Streamlining processes

- > Automate processes
- > Allocate work
- > Capture data
- > Work your way

Empowering field workers

- > Online information
- > Rescheduling appointments
- > Mobile HR
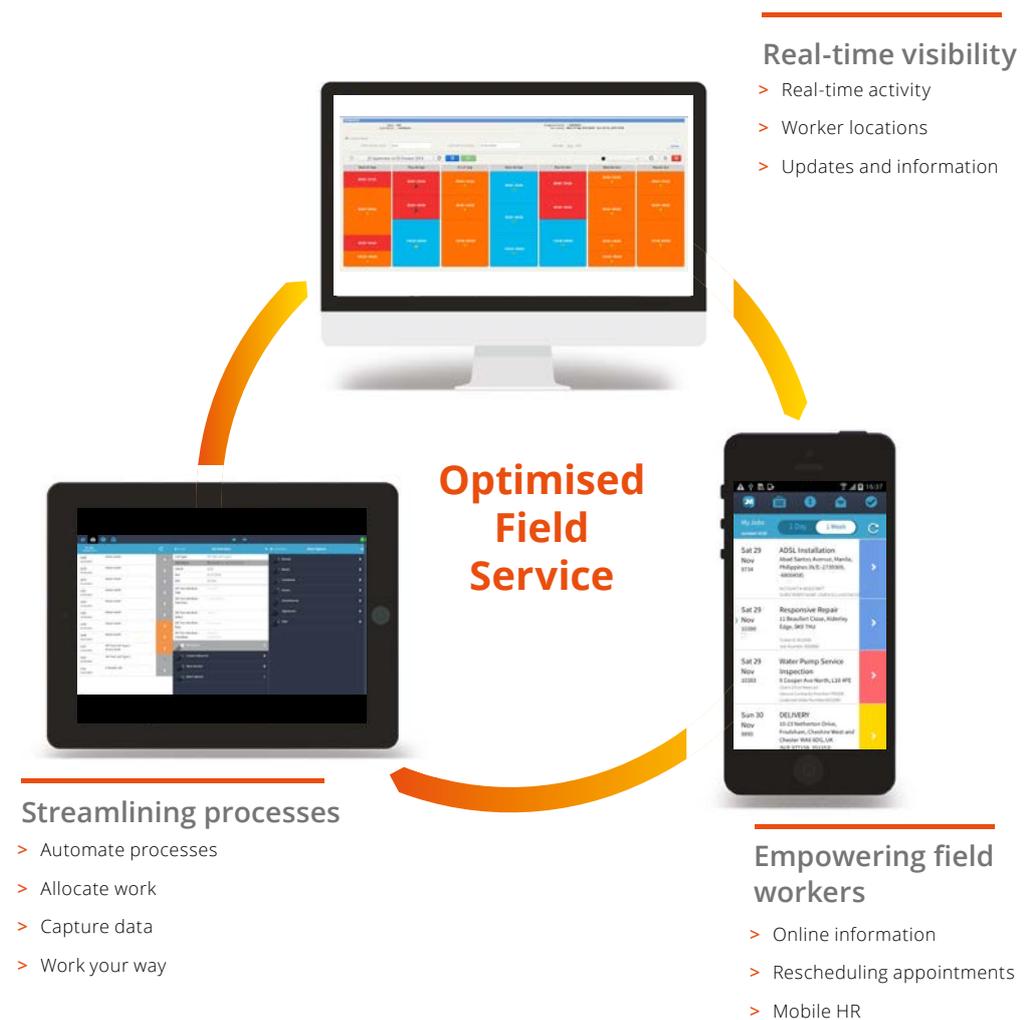
Gain real-time visibility

By understanding the location of each field-based worker, and their activity, Job Manager provides comprehensive information on tasks completed so far during the day along with the real-time status of current tasks.

Streamline processes

Eradicate paper from the field and ensure that jobs are sent to workers each morning; be confident that information collected in the field is automatically posted into the relevant systems and necessary follow-up actions are triggered.

Empower field workers

Provide remote workers with all the information they need to perform the required task, whether that's customer-related data, historic service history or access to online knowledge bases.

Gaining real-time visibility

Connecting your field service

Visibility into your field service operations is key to ensure you are driving productivity and responding to changes to meet customer commitments.

By connecting your field workforce with Job Manager and exchanging information electronically through mobile devices, you instantly obtain real-time visibility of the end-to-end field service process. Office- or field-based managers and supervisors have complete visibility over the location of each field worker, the activity that is in progress and work completed against the schedule.

Track worker locations

Dynamically schedule work throughout the day for field-based workers, or respond to emergency call-outs by tracking the location of each worker at any time.

Real-time activity

Field-based workers can accept work, provide status updates on progress and complete tasks, giving managers a real-time view over the activity taking place and progress against the day's work schedule.

Respond to customer needs

Managers gain real-time visibility over project progress as well as live updates on individual jobs, enabling them to quickly respond to customer needs. For example, a photo from the field can be quickly passed to office-based managers to assess work required and dynamically schedule jobs for field workers.

Streamlining processes

Define, automate, reduce

Define how work is managed, automate processes and reduce paperwork with a flexible, tailorable environment to better manage your workforce.

A geographically dispersed workforce can add complexity to processes and create gaps — and delays — in information exchange, with data captured in the field having to be re-entered into systems.

Job Manager makes all these processes more efficient by connecting the field with office-based teams and eradicating paperwork. You can define the optimum way to work and then automate the processes that support this, from scheduling and allocating work to delivering the information required directly to field workers' mobile devices.

Automatically allocate work

By combining Job Manager with Dynamic Resource Scheduler (DRS), work allocated to the field can be automatically sent to the field worker either as a digital job sheet or as a single job allocation. This ensures that even if work is reallocated during the day, everyone knows what they should be doing in an instant.

Work your way

With Job Manager you are not restricted to a set of predefined forms or process flows. It provides you with a flexible, user-tailorable environment — you define what information you want to capture, the flow of processes and how you manage your field workforce.

Define and automate processes

Define and automate your processes so that tasks performed in the office can automatically trigger information flow to the field, and updates from the field can automatically trigger office-based processes.

Reduce paperwork

Say goodbye to paperwork, as all data is held in a single system; and the information needed by field-based workers is pushed to their mobile device, while data captured in the field is pushed back in real-time to centralised systems. This speeds up information exchange while reducing the effort required in paperwork completion, submission to the office and re-keying of information.

Empowering field workers

Less delays, more productive workers

Equip field workers with everything they need, when they need it, to make their job easier, and make them more productive while improving the service you provide to customers.

By providing field workers with Job Manager, you empower your workforce, making it far more effective. Not only are field-based workers better informed about the job they need to complete, but they can complete tasks direct from the field — tasks that traditionally needed to be handled by central teams. This reduces unnecessary effort for your people and costly delays to the service you provide to customers.

Enable follow-up jobs in the field

Enable field workers to make follow-up appointments in the field while in front of the customer, instead of expecting the customer to phone a contact centre at a later date, thanks to a direct link to DRS or your centralised appointment system.

Empower mobile HR processes

Give field workers the ability to undertake key HR processes from anywhere, anytime from their mobile device — everything from completing and sending vehicle check forms and timesheets to setting lone worker safety alarms.

Allow access to online data

Provide field-based workers with comprehensive information about each job and allow instant access to knowledge bases or technical documents (from customer service history to training manuals) stored in office- or cloud-based systems.

Benefitting organisations

A powerful solution with immediate impact

Job Manager is a powerful solution which delivers an immediate impact on productivity and increased earning per field worker, according to organisations already using our software. Here's what they have to say.

"The introduction of Job Manager has led to a 10-15 per cent increase in our productivity and greater earning per field worker."

Geoff Griffith >
IT Manager > Clearwater Group

"Previously, to get this level of information, managers would have had to visit or ring around 90 field staff, which was time-intensive and, with other work commitments, often not even possible. Now they have the information to properly plan and react."

Nina Deverall >
SGC Project Manager for Transformation and Efficiency >
South Gloucestershire Council

"I would recommend anyone considering it [Job Manager] to get a demo to see how easy it is and to see how powerful the solution really is."

Chris Henry >
Technical ICT Support Officer >
Salix Homes.

"We have seen an immediate impact on productivity. The software helps us to see precisely which engineers are available and to prioritise our jobs in the optimum way."

Benjamin Apraku >

Enterprise Network Operations Manager,
Fixed Services – Technology >
Vodafone Ghana

About Advanced

Driving productivity, insight and innovation

We enable our customers to achieve increased efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

As the third largest British software and services company in the UK, we help organisations create the right digital foundations that drive productivity, insight and innovation – all while remaining safe, secure and compliant. Our solutions for both commercial and public sector organisations simplify business challenges and deliver immediate value, positively impacting millions of people's lives.

Journey to the cloud

We have a strong track record in helping our customers' journey to the Cloud. We manage private, public and hybrid Cloud environments as well as deliver sector specific Cloud-based solutions and services. We are certified partners with Amazon Web Services (AWS) and Microsoft, and have achieved the highest levels of accreditations. Our Cloud solutions are used by organisations of all shapes and sizes including Highways England, Performing Rights Society (PRS) and Aspire Furniture.

Field service management

Our field service management software solutions help our customers streamline their service to increase job capacity, reduce overheads and improve customer satisfaction.

More than 40,000 field workers rely on our software to undertake their work every day, and over £20m has been spent in research and development of our product. Our applications can be fully integrated with their existing infrastructure, or rolled-out as independent solutions, with the option of being hosted in the Cloud.

More information

w   oneadvanced.com
t   +44(0) 330 343 8000
e   hello@oneadvanced.com

Ditton Park, Riding Court Road, Datchet, SL3 9LL