advanced

People. Partnership. Solutions.

Seamless end-to-end work management

Work Hub

Driving greater efficiency

Smart, flexible work management

Harness the full power of dynamic scheduling and mobile working with agile, intelligent work management which increases field-based workforce productivity and ensures more effective service delivery to your customer's environment.

The challenge of any field-based organisation is how to efficiently manage the flow of work between central functions and field-based operatives; how to co-ordinate cases with multiple work items spanning multiple teams or skills, and how to ensure that every item of work is conducted in the most efficient way possible. Work Hub is a holistic work management solution that pulls disparate systems together, enabling you to define and continually improve best practice.

1. Planning and Forecasting

2. Customer Service and Appointments

3. Scheduling and Dispatch

4. Mobile Workforce

5. Performance Management

Work Management

Holistic work management

Optimise your workforce, reduce costs and meet your customer commitments by defining your work and available resources to ensure that every variation of work allocation is taken into account when scheduling tasks.

Frictionless processes

Work Hub simplifies processes and drives greater levels of automation by acting as the focal point for work management and removing the need to manage different parts of the process in different systems. It can be used either as a standalone system or with seamless integration to dynamic scheduling, mobile working and back-office systems.

Agile and intelligent working

Work smarter by defining how each work item is managed, then continually monitor and refine it in an agile way. Leveraging our blueprint for the optimum approach enables intelligence to be applied to how tasks are sequenced and allocated so you optimise the use of resources.

Holistic work management

Get the complete picture

More efficiently manage work across the entire organisation by bringing all relevant information together and saying goodbye to data silos.

Work Hub enables you to see the complete picture when managing work by fully leveraging the information available in existing systems and filling any gaps that may exist with intuitive data management capabilities. A single instance of Work Hub can be used across multiple service areas.

Customer relationships and contracts

Manage all relationships — with customers, sub-contractors and merchants — along with the contracts you deliver, in a single place. Contact history and contractual detail can be leveraged when scheduling work or placing orders. This either leverages your existing CRM or provides you with that capability.

Service request workflow

Define the work you undertake in a more complete way. Log and define cases as one or more issues, then extrapolate service requests from the issues, and automatically allocate tasks where needed. A workflow — consisting of work assessments, work orders, specific jobs and work audits, if required — then dictates the chain of events that must take place to satisfy the service request.

Clarity over resources and stock

Clearly define all available resources and assign to work items; manage and monitor stock from merchant to job utilisation; and manage the work that passes between internal and external resources.

Managing job costing

Work Hub provides full job costing by managing the detail of work, the resources and stock utilised to complete it. It also enables greater controls with different work being triggered dependent on cost. Rules can also be applied to allocate work to contractors, ensuring meticulous cost management.

Agile and intelligent working

Continual service improvements

Constantly improve the way you work to drive efficiencies across your resources and ensure you always deliver the best possible service to your customers.

Work Hub enables you to define, monitor and manage every element of your office-based work and field-based working so you can continually improve the efficiency of your operations. You can streamline work using the intelligence gathered by the software which shows you the most efficient way to schedule jobs. And, because it's so easy to adjust work, you can address operational inefficiencies quicker and easier than ever before.

From case to task

With Work Hub, you have a single place to track every element of work, from the original case to the associated issues, along with the work orders and constituent jobs to address these issues. This ensures a complete approach to case management and a more efficient method of managing work.

Adaptable work

Intelligently manage work in progress, so you can adapt to changes, issues and delays on the hoof; workflows are adjusted to ensure that customer promises are met, all while maintaining the most effective use of resources.

Intelligent blueprints

As well as defining the work items associated with each issue, Work Hub also applies an intelligent blueprint of the dependencies and optimum sequence of these work items. This ensures that the most efficient resource is utilised on each work item and the overall work is completed in the optimum way to reduce total cost and lapse time.

Visible cost management

With the ability to define contractual relationships, outline budget thresholds and fully manage stock, each job can be accurately costed. This level of visibility enables you to put the required checks and balances in place across all activities to drive efficiencies.

Frictionless processes

Automation drives better working

Reduce the need for manual intervention, minimise human error and ensure that every part of your field-based service organisation runs like clockwork.

Work Hub brings together all the necessary systems, data and steps to smoothly deliver field-based services. It fully manages the complete lifecycle of cases and intelligently turns issues into sequenced work items that can be progressed through to completion automatically.

A single hub

Managers can spot trends in changing demands by instantly understanding the nature and type of work being performed at any time, more effectively aligning the workforce to the demands of the business. Because Work Hub can be implemented for multiple service areas, cross-departmental working is simplified.

Optimising projects

As well as focusing on responsive services, Work Hub enables you to manage project-based or cyclical-based work such as housing void management, gas servicing or routine maintenance. In a similar way, a project is broken down into its constituent work items and the project is managed as a sequence of workflows.

Automated process progression

Through tight integration to dynamic scheduling and mobile working, work management is no longer dependent on manual triggers to progress work items. Work Hub is able to automatically request work items to be scheduled and, when the job is completed, automatically trigger the next part of the workflow.

Managing exceptions

Work Hub can detect exceptions, such as recurring issues, and introduce additional steps, such as an inspection. It is also able to act on issues that arise during work, enabling workflows to be adjusted following a request from the field.

Business benefits

Deliver the best service to customers

Transform the way you define, manage and execute field-based work to drive greater efficiencies, enable continuous improvements and deliver the best service to customers.

Simplifying management

A single hub for all work management that is intuitive to use and comprehensive in the way it enables work to be defined, managed and executed.

Increasing visibility

At last, your workforce has a single place where cases are captured and monitored from end to end; managers have holistic insight into operations and how they deliver against objectives.

Automating work management

Enable frictionless working by managing the flow of work and data across different areas, departments and systems.

Continually improving

Leverage intelligence to refine and continually optimise processes, while gaining a greater understanding of processes and work.

"The system we have in place is now more reliable and staff are more productive. They don't need to visit the offices anymore, they can go to their jobs from home and work throughout the day."

Neil Martin >
Business Manager at Sandwell Council.

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.

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