



Work Hub

We understand the challenge of any field-based organisation having to efficiently manage the flow of work between central functions and field-based operatives. Which is why Advanced Work Hub unites your back office to key stakeholders, functions and resources.

Advanced Work Hub is a holistic work management solution which enables organisations to integrate the life-cycle from job creation to job completion into one centralised platform. Built on Advanced Job Manager and integrating to Advanced Dynamic Resource Scheduling and InfoSuite it allows organisations to:

- > Simplify, integrate or replace key back office applications
- > Seamlessly connect the back office to field service stakeholders and functions
- > Reduce the time to provide the services it delivers through intelligent workflows

It is configurable for any organisation with customer and client field service responsibilities to enable case management, work, field resources, non-human resources and finance teams to be fully connected, helping to:

- > Reduce cost and inefficiencies thus improving profitability
- > Improve quality of service and customer satisfaction
- > Eliminate needless waste incurred through current functions



Work Hub

The challenges

The challenge of any field-based organisation is how to efficiently manage the flow of work between central functions and field-based operatives. How organisations provide frictionless integration between the following functions is critical to their success. Organisations are seeking that centralised platform which can help them deliver the control to optimise processes to deliver efficiency and productivity, empowerment to support all departments in the organisation and the insight to deliver a consistently high level of customer service. Organisations are constantly under pressure and seeking ways in which to improve:

- > Internal and external processes
- > Back-office and field utilisation
- > Customer satisfaction through timely and first-time delivery of service

The solution and benefits

Work Hub delivers that end-to-end field service management to help businesses overachieve their goals, delight their customers and clients and have effective relationships with third-party organisations.

Customers and clients

Work Hub allows you to manage communication with customers and clients and to leverage their history when dealing with cases and issues relating to assets. Work Hub either leverages data from your existing CRM, or for those who do not have a CRM or back office solution in place, delivers an intuitive customer management solution. It also delivers contract management to determine what work can be done against an asset and the resources required to undertake it.

Work

Work Hub enables you to fully define the work you undertake for a given customer/contract. You can log cases and define these as one or more issues. Service requests are then extrapolated from the issues, with required tasks to resolve being automatically mapped. A workflow then dictates the chain of events that must take place to satisfy the service request, this workflow can consist of work assessments (inspections), work orders, specific jobs and work audits if required. Work can be then scheduled appropriately using the resources either intelligently or dynamically.

Field resources and non-human resources

Work Hub allows you to clearly define the resources you have available to fulfil work, whether that be your direct labour organisations, service providers or sub-contractors, vehicles, plant or inventory. This allows you to clearly define each item of work in terms of all required resources and to set the rules of how work flows between internal and external resources. It also provides stock management capability to understand the materials you have at your disposal to ensure the right resource has the right material to do the job, where the materials are and a replenishment facility for when stocks in the warehouse or on the operative's van are below certain thresholds.

Finance

Work Hub provides comprehensive financial management capability to keep a tight focus on delivering services against contracts and to ensure profitability. It caters for fixed and variable job costing types whether completed or work-in-progress; fixed and variable charging schemes against jobs committed, accrued and invoiced; estimating the client and service provider fixed costs before starting a job; and invoicing through Work Hub and external finance systems and real-time reporting across the work management life-cycle.



Customer >

Sandwell Council

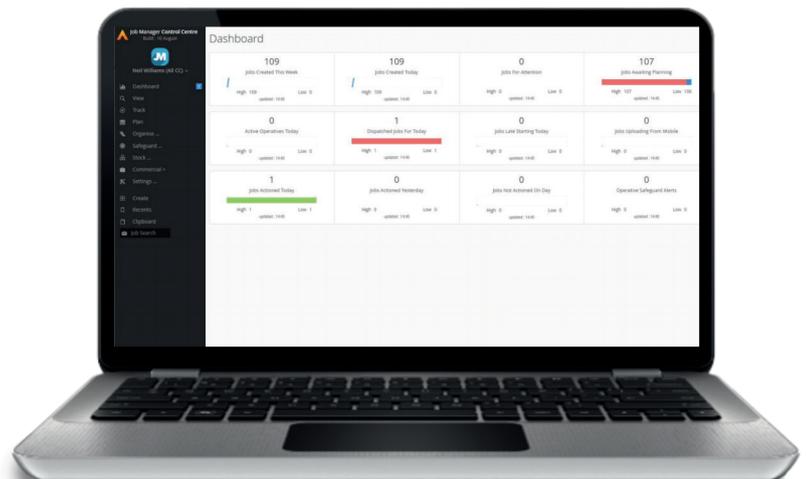
Sector >

Local Government

Project >

Installing a new works management system

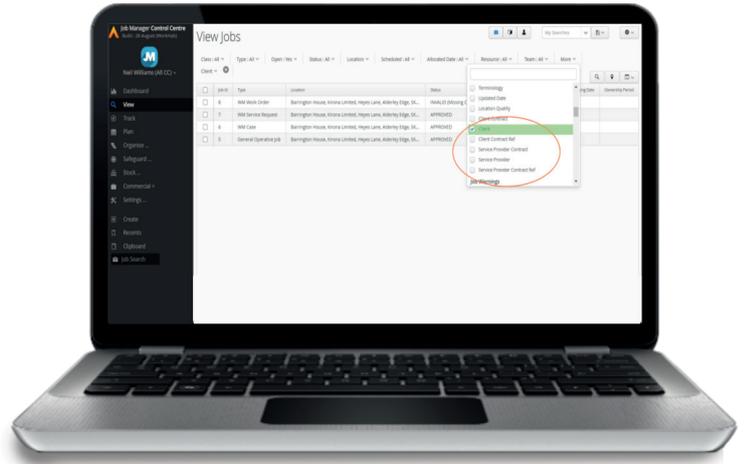
"The system we have in place is now more reliable and staff are more productive. They don't need to visit the offices anymore, they can go to their jobs from home and work throughout the day."



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Back office integration

Each of the different components of Work Hub allow for seamless integration between back-office departments and the field. These can be facilitated through Advanced, Advanced Field Service or third party applications. Intelligent workflows ensure tasks are provisioned in the most appropriate and timely fashion to ensure seamless integration, maximum efficiency and reduce the cost of needless waste. Documents whether they be financial, contractual, stock or job delivery related can be efficiently stored and the information residing in them reporting in real-time thus providing key back-office workers and management with accurate, up to the minute information to drive improved performance across the organisation.



Complete integrated platform

Work Hub is the glue which further unites the back-office functions to all other functions and services provisioned across the lifecycle of a field service management solution. It seamlessly integrates with the other Advanced Field Service solutions, namely Advanced Job Manager, Dynamic Resource Scheduling and InfoSuite to provide the complete platform to accomplish all field service facing organisation's goals.



More information

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