

Keeping Field Workers Connected with Real-Time Data

TomTom BRIDGE: Connecting your entire field workforce and assets with Infotech Business Solutions

Surveys have shown that up to 67% of consumers would not re-hire a company if a field technician arrives an hour late for an assignment. However, these same consumers are very likely to re-hire the company if they were kept updated during the job allocation, dispatching, and job completion process. Recognising the need for an innovative solution to address these challenges, Infotech invested in developing and integrating a solution across various platforms and technologies. Through the innovative design and deployment of Infotech Mobile Workforce, inefficiencies have been eliminated, productivity has been improved and client bottom line has increased.



N3 Toll is the first example in South Africa

The solution

- Integrated system allows for immediate dispatching of support vehicles to scene.
- Electronic incident form updates are sent seamlessly from field staff to ops room as incident is managed.
- Accurate real-time data capturing and flow of information is achieved, including photos.
- Helped eliminating paper and reduce communication challenges.
- Easy user interface.

The results

- Paperwork is eliminated through the innovative customisation and deployment of Infotech Mobile Forms and powered by AllOnMobile, tailored to the client's needs.
- Infotech Mobile Workforce can ensure that the right information is in the right place at the right time, enabling informed decision making, cost savings, and improved overall client experience.
- Operational staff levels are drastically reduced through automated workflow management and communication via the system.
- Reduces the risk of human error in capturing information on job cards or incorrect time allocation, ensuring more accurate invoicing.

"Infotech Mobile Workforce works with TomTom BRIDGE to improve end-to-end operational control of the business and processes, whilst providing a clear overall management view." ~ Rudi Bedeker, GM, INFOTECH BUSINESS SOLUTIONS



Type



VARS/Integrator

Industry



Tech Repair

Website

www.infotech.co.za

Headquarters

South Africa

Regions of sale

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