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The intelligent, cloud-based, real-time
field service management solution



If you run a company with a team in the field, you know how busy and complicated life can get.

Appointments can change with little or no notice, you're never exactly sure where your team is and paperwork can quickly pile up.

What you need is an easy way to keep your team connected and your office running smoothly.

What you need is Wayforce.

Introduction

Wayforce is a secure, cloud-based field management solution, specifically designed to make life easier for companies with field-based workers. Wayforce incorporates Wayforce Management Suite, a back office application for for customer services, call centres, dispatchers or admin teams, and Wayforce Mobile, an easy to use mobile app for field staff.

Wayforce Management Suite

The Wayforce Management Suite is an intelligent and dynamic platform, which provides a complete job management solution allowing you to manage jobs from start to finish, in real-time. The user-friendly dashboards make it easy for your office staff to:

- create new customer profiles and schedule upcoming work
- manage your team's calendars
- track travel time and record job duration automatically
- create and send customer quotes and invoices
- automatically dispatch and send real time job updates

You can even monitor your inventory, and automatically replenish stock items from local suppliers when supplies are running low, with digital purchase orders.

Your team members can access full details, including a history of contacts, of their customers and their daily schedule.

Wayforce Management Suite's dashboards can quickly identify the current status of a job or customer, and include filters so that you can drill down to the information you need. These handy placed filters allow you to choose a date, a team member, a type of work and many more options.



Wayforce Mobile

Wayforce Mobile enables your field team members to access full details of their daily schedule. This includes detailed information about each pending job, such as specific requirements, contact history and route guidance.

When a job becomes active, a text message* is sent to the customer; letting them know that a team member is en-route, and when they can be expected to arrive. The text also provides a link to the customer, so they can track – in real-time – where a job is up to. When a job is selected, the details appear, as does information as to how to get to the destination, including a map. As an option Wayforce provides a link to the customer so they can track – in realtime- where they are up to.

The 'notes' area of Wayforce enables members of your field team to record important information about any aspect of work. This may include notes relating to specific equipment, photographs, appropriate templates or certificates, information about previous jobs, client preferences or could even be a reminder to someone in the field to watch out for the big dog at number 24!

Real-time information is available to people in the field or in the office, with every scheduled appointment having a unique job number behind which lies full information about the client as well as that specific job. When you call up a job number, you can immediately find out the status of that piece of work, whether the team member is on site, if the job is ongoing or has been completed.

Once a job is complete, all relevant job information is automatically sent to the Cloud; recording exactly what was done on site, and notifying your office if further action is required.

Any further appointments can be re-scheduled and van or parts centre stock information automatically updated.

If a team member is in an area with little or no data coverage, Wayforce will safely store the information offline, ready to synchronise when reception is available.

* SMS charges are in addition to licence costs

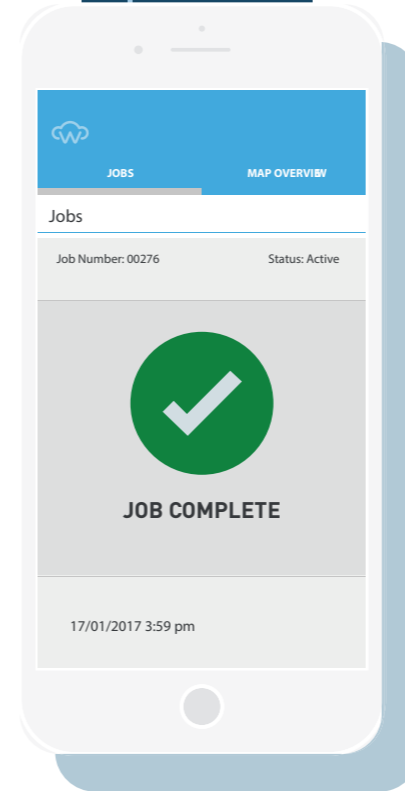
Easy to use and saves you money

Despite its flexibility and ability to handle so many complex tasks, Wayforce is very intuitive to use, with training taking less than a day for the thousands of people already using the software.

One function welcomed by clients is the ability to upload any relevant documents such as warranties, certificates and photographs. These are all held in a customer's document file, and because Wayforce is Cloud-based you can rest assured that they are safe and can't be lost.

One way in which Wayforce saves time and resource is by converting quotations into invoices once they've been accepted. This process is fully automated and enables you to send your invoices faster. As you'd expect, Wayforce can record payment information, as well as provide account balances. You can export Wayforce into popular financial packages.

By having the correct information instantly available, Wayforce ensures that the right person with the necessary equipment is despatched to the task at hand, thus greatly improving first fix rates. Costly revisits can become a thing of the past.



In short, Wayforce can:

- Manage the schedules of field service teams, keeping track of every member of your team
- Ensure the right member of a team is selected for each job
- Provide real-time analysis of mobile work status
- Speed up admin and data entry - and reduce time delays and costs
- Preserve e-audit trail for full regulatory compliance
- Increase first time fix rates
- Generate invoices and purchase orders. Shorten billing cycle.
- Show job and field staff locations on a map
- Improve customer relations with real-time updates of arrival times
- Manage stock on both vans and at regional/national stock centres including the ability to transfer parts
- Fully integrate with existing financial packages

Wayforce Q+A

What is Wayforce?

Wayforce is a real-time field service management software solution for businesses with teams in the field.

How easy is it to use?

It's simple to use and can be used by a small team or a large company with hundreds of field staff. Most users are fully conversant with the software after less than a day's training.

How can it save my business money?

- Reduce administration costs significantly as repetitive data processing can be eliminated; there'll be a great deal less paperwork and your consumables costs can also be reduced.
- Reduce vehicle costs. Field staff no longer need to return to base to collect paperwork, and additional work is distributed more efficiently.
- Save time and money with more efficient stock control.

Can it help my carbon footprint?

Yes - your company's vehicle mileage can be reduced by improving scheduling, so your company's impact on the environment will be reduced accordingly.

How can it help my business?

There are so many ways your business will be better organised by adopting a fully-integrated Wayforce solution. They include:

- Improved debtors days and shortened billing cycles - no waiting for paper records to be returned and processed
- Improved customer service levels - Wayforce gives you the ability to resolve queries faster and enhance your customer interactions.
- Improved customer image - by embracing cutting-edge technology your company is seen as progressive and forward thinking
- Happier clients and customers - they can keep track of where your team member is, and know exactly when he or she will arrive
- Save time and energy in ensuring the right member of your team is assigned to the right job
- Preserving audit trails for regulatory compliance

To find out how Wayforce can help make your life easier and to book your **FREE trial**, visit us online today at www.wayforce.co.uk or call **0191 7189777**

