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# Actionable Insight for Field Service

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InfoSuite



# Actionable Insight by Analysing Every Dimension of Field Service.

## Emerging Day

- Real-time view
- Resolve issues faster
- Improve customer satisfaction
- Reduce costs



InfoSuite



## Forecasting

- Use historical data to improve future performance
- Full analysis and drill down capability
- Actionable insight



## Historical Reporting & Analysis

- Analyse performance by geography, team and individual
- Fully integrated
- Performance against KPIs

# Managing a field service based organisation requires visibility and reporting that enables you to fully understand every dimension of your operation in real-time.

InfoSuite is a cloud-based reporting dashboard specifically developed for field based organisations. It delivers reporting information on any aspect of your field based operation allowing users to not only view high level information, but drill down into as much detail as required.

InfoSuite forms part of Kirona's suite of field service software solutions that includes DRS (Dynamic Resource Scheduling) and Job Manager. It can be fully integrated into DRS and Job Manager, also third party systems within your organisations such as CRM or finance systems.

It fulfils the goals of traditional reporting tools but goes beyond that by providing a set of real-time dashboards that inform organisations how they are performing on a minute by minute basis, so that they can improve their service as it happens, not limiting you to just retrospective improvements.

It leads to greater cost efficiency and better customer service.



## Emerging Day

InfoSuite enables you to gather and display real-time data to solve problems before they occur. You remain in control by having up to the minute information about how the day is progressing. This ensures you are not greeted by nasty surprises the next day.



## Powerful Historical Reporting

InfoSuite offers a comprehensive view of each and every action taken by your field workers over a time period. You can review your service performance based on this powerful information and take actionable steps to improving service achieving greater cost efficiency and customer service.



## Forecasting

By using the wealth of data available from your field service operation, InfoSuite allows you to understand how factors such as seasonal and cyclical services affect your field workforce. It enables you to spot historical trends and become smarter in the planning of your future operations.

It also enables you to identify fluctuating field service demand as a result of seasonal and cyclical work variations. In addition, you can identify which geographies are under or over resourced which allows you to take measures to ensure you have the optimum allocation of field resources in future. Accurately forecast demand of your services and allocate resources appropriately.





## The Emerging Day



**In the world of field-based service delivery**, no two days are the same. While thorough planning is important, unexpected circumstances arise and by using real-time data you put yourself in a position of control to respond, resolve and rectify potential issues before they escalate.

Kirona InfoSuite enables you to understand what is happening in the field in real-time keeping you fully informed each day and mitigating the potential for nasty surprises the following day.



### Customised

InfoSuite is highly configurable for individuals and teams, allowing staff to have visibility of their specific area of interest in real-time. For example, a supervisor of a team or region can customise the dashboard to display only the information relevant to them, whereas a department head can see everything. Users can easily create their own charts in seconds with the simple drag and drop interface.



### Performance Mapped to KPI's

Organisations are not given information that then needs to be manipulated and interpreted against KPI's. InfoSuite serves the information in a clear manner, mapping performance analytics against key performance indicators. Crucially, it also becomes clear when organisations perform poorly and explains why, allowing supervisors to intervene and rectify the situation.



### Real-Time

InfoSuite charts show data that refreshes typically every 30-60 seconds. When supervisors are trying to manage a remote team of field-based workers, InfoSuite effectively provides them with 'eyes on the ground' providing a comprehensive view of how the service is performing each day.



### Alerts

Email and SMS notifications can be set up. This allows managers to get on with their day as they are not expected to sit glued to a screen, the system alerts the manager when there is a problem and when their attention is needed.



## Powerful Historical Reporting and Analysis





**Post event analysis gives you a comprehensive view** of your performance in a given time period. The ability to drill down into the detail of every 'click' gives you powerful insight into individuals, teams and geographies.

This actionable insight allows organisations to achieve greater cost efficiency and customer service.



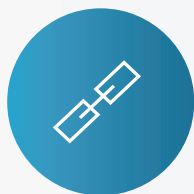
### Benchmarking and Analysis

InfoSuite provides comprehensive reporting by geography, team and individual. It will tell supervisors how they are performing against benchmarks and enables the identification of any areas that are underperforming and how they can be improved.



### Dynamic Analysis of KPI's

Paper reports of KPI's such as First Time Fix and Number of Jobs Completed often give a high level view, but can't explain the root cause of underperformance. InfoSuite charts drill down paths to the raw data, and even have dynamic drill down paths offering alternative views. This results in reports that don't lead to more questions, but to answers that can resolve inefficiencies.



### Fully Integrated

Organisations can undertake service productivity analysis over any period of time and information in whichever database they choose – whether it's data held in Job Manager, DRS or third party systems that InfoSuite integrates with. The full audit trail of activities in the field means the whole end-to-end service is captured and can be evaluated from the first contact in the call centre to post work completion/billing (if relevant).



### Worker Performance and Appraisals

Organisations can easily measure the productivity of their workforce and give field workers access to charts and data sets for their individual performance on a computer or mobile device. This enables performance appraisals that are based on robust and consistent measures. By measuring and relaying individual performance information directly to the workforce, organisations drive efficiency much more readily.



## Forecasting





**By using the powerful analytics** that InfoSuite provides, your organisation can forecast intelligently, generate predictive modelling and achieve continuous improvement.



### Continuous Improvement

Organisations can always improve areas of their service delivery and to be able to continuously improve, the process starts with business evaluation. Once the analysis process is completed and challenges are identified, organisations modify their processes in order to perfect their service and deliver a better outcome. InfoSuite allows continuity of analytics to measure these service modifications and their effect so you know exactly what's working and what's not.



### Intelligent Forecasting

Organisations can use their historic data to predict future trends. Organisations can use their historic data to predict future trends. Depending upon the industry, some field service organisation examples include the seasonal impact influencing cases of boiler breakdowns, parks maintenance and employee ill health. This allows organisations to understand when they may be under or over-resourced and ensure staff are re-allocated and temporary staff hired precisely when and where they need.



### Predictive Modelling

When used in conjunction with Kirona's DRS scheduling solution, organisations can go one step beyond forecasting where they can model scenarios. For example, by increasing the number of operatives, or geographic resource allocation to predict improvements in productivity and customer service.

This powerful tool allows organisations to really refine and fine tune their service delivery achieving maximum customer satisfaction for minimum cost per delivery.



## Business impact

### The Value of Actionable Insight

In order to drive the very best performance from their field service organisation, managers need access to complete, accurate and timely information.

Consistently we see organisations that use InfoSuite gaining value from:



Having greater visibility and therefore control of their day to day operation



More effective planning through being able to take more informed decisions



More productive workforce by being able to manage people and activity based on factual information



Achieve greater efficiency savings by being able to spot trends, understand the detail and take effective action

## About Kirona

Founded in 2003, Kirona is recognised as a leader in the development and delivery of Field Force Automation software solutions.

We are successful because we tailor our approach to guarantee our customers achieve their business goals; increasing the number of jobs they carry out each day, reducing overheads such as fleet mileage and administration, and providing better customer satisfaction.

Over £20m has been spent in R&D of our product with over 25,000 field workers now relying on our software to undertake their work. Our portfolio of business applications enables them to streamline their service:

- Automatically schedule jobs and monitor their progress in real-time
- Reduce administration and travel in the mobile operative's day to provide more time for core tasks
- Locate and track your field based assets for operational and lone worker purposes

These applications can be fully integrated with their existing infrastructure, or be rolled-out as independent solutions, with the option of being hosted in Kirona's Private Cloud. In both scenarios the workflow is seam-less from the time a customer requirement for a service is created, to its delivery by the organisation's workforce.

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