Seamlessly Connecting You to Your Field Workers
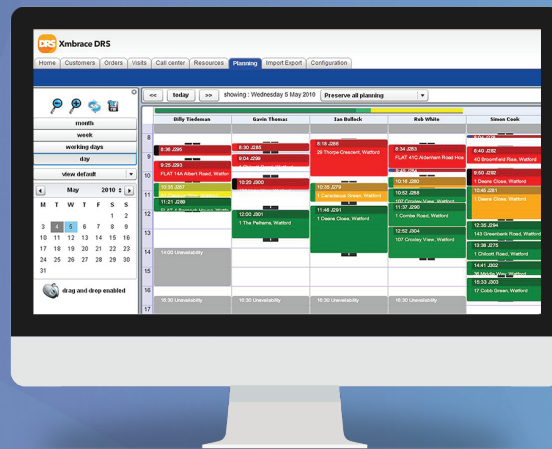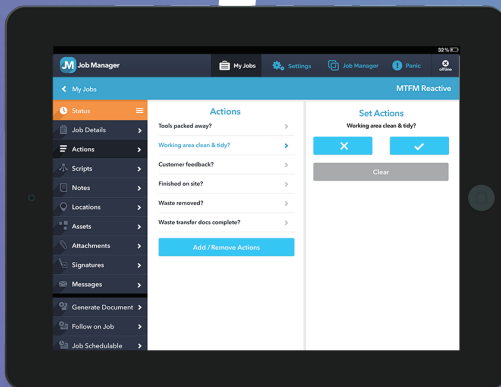
Job Manager

KIRONA™

Job Manager

Connected working with a single application that unites the field with the office.
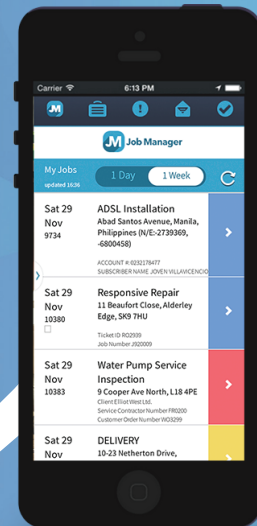
Real-time visibility

- Real-Time Activity
- Worker Locations
- Updates & Information

Dynamic Resource Scheduling

Streamlining processes

- Automate Processes
- Allocate Work
- Capture Data
- Work Your Way

Empowering field workers

- Online Information
- Rescheduling Appointments
- Mobile HR

Connecting the field workforce with Job Manager. The challenge for any organisation with a field-based workforce is how to stay connected, how centralised functions can exchange information with field-based workers and how managers can gain the visibility they need to effectively direct and manage field-based teams.

We enable organisations to connect centralised teams with their field-based workforce. This ensures that information flows seamlessly between the two, that real-time visibility is obtained and that processes are streamlined to significantly drive productivity improvements.

Thousands of field-based workers are embracing our mobile Job Manager (JM) software to deliver more effective service. The key value provided by Job Manager is the way it connects office based functions with the field and spans the full lifecycle of field-based activity from allocation to completion.

Gain real-time visibility

By understanding the location of each field-based worker, and their activity, JM provides comprehensive information on tasks completed so far during the day and the real-time status of current tasks.

Streamline processes

By eradicating paper from the field and ensuring that jobs are sent to the workers each morning and that Information collected in the field is automatically posted into the relevant systems and necessary follow-up actions are triggered.

Empowering field workers

By providing them with all of the information they need to perform the required task, whether that be customer related information, historic service history or access to online knowledge bases.

Job Manager

Real-time Visibility

Visibility into your field service organisation is key in order to ensure you are both driving productivity and meeting customer commitments.

By connecting your field workforce with Job Manager and exchanging information electronically through the mobile device, you instantly obtain real-time visibility of the end-to-end field service process.

With Job Manager, office or field-based managers and supervisors have complete visibility of the location of each field worker, the activity that is in progress and work completed against the schedule.

Real-time activity

Through the use of Job Manager, field-based workers are able to accept work, provide status updates on progress and complete tasks. This enables managers to have a real-time view, not only on the activity taking place, but on progress against the day's work schedule.

Worker locations

By utilising location services, managers are able to track the location of each field-based worker, enabling them to utilise this information lone worker purposes or for operational purposes such as when dynamically scheduling work throughout the day or responding to emergency call-outs.

Updates & information

Not only do managers gain visibility of progress but they also gain realtime updates on each job. Information from the field enables them to quickly respond to customer needs. For example, a photo from the field can be quickly passed to office-based managers to assess work required and direct field workers.

Job Manager

Streamlining Processes

A **geographically dispersed workforce can add complexity to processes** with gaps in information exchange, information captured in the field having to be re-entered into systems and delays between workflow steps.

Job Manager enables such processes to be streamlined by connecting the field with office-based teams and eradicating the need for paperwork. It enables you to define the optimum way to work and then automate the processes that support this, from scheduling and allocating work through to delivering the information required directly to the field worker's mobile device.

Automate processes

Job Manager enables you to define your processes and then fully automate them in terms of the flow of information and actions associated. Tasks performed in the office can automatically trigger information being flowed to the field and updates from the field can automatically trigger office-based processes.

Allocate work

By combining Job Manager with Dynamic Resource Scheduling (Xmbrace DRS), work allocated to the field can be automatically sent to the field worker either as a digital job sheet or as a single job allocation. This ensures that even if work is reallocated during the day, everyone knows what they should be doing.

Capture data

Job Manager eliminates paperwork, as the information required by field-based workers is pushed to a worker's mobile device and information captured in the field is pushed back in real-time to centralised systems. This not only speeds up information exchange but also reduces the effort required in paperwork completion, submission to the office and re-keying of information. It also ensures a single system holds all data you might capture in the field; forms, photos, signatures, scans, parts & materials, timesheets, vehicle checks etc.

Work your way

We appreciate that every organisation is different and so too is how they work. This is why Job Manager does not restrict you to a set of predefined forms or processes flows. It provides you with a flexible, user-tailorable environment – you define what information you want to capture, the flow of processes and how you manage your field workforce.

JM Job Manager

Empowering
Field Workers

A productive field workforce knows where they need to be, what they should be doing and importantly how to complete the task at hand.

By providing field workers with Job Manager, organisations are able to empower their workforce to be far more effective. Not only are they better informed of the work they are required to complete, but they are able to instigate tasks in the field that traditionally would have to be passed to central teams, incurring additional delays and effort.

Online information

Through Job Manager, field based workers can be provided with full and comprehensive information about the job they are undertaking and, where necessary, can gain access to knowledge bases or technical documentation that is stored in office or cloud-based systems, this can range from a customer's service history, through to training manuals.

Rescheduling appointments

With a direct link to Xmbrace DRS or your centralised appointment system, Job Manager enables follow-up appointments to be made in the field with the customer. No need for a followup call or for the customer to phone a contact centre.

Mobile HR

Job Manager is more than just sending field workers their next job. It's a comprehensive system tailored for people who don't spend much time in the office. Its gives them the ability to undertake key processes such as vehicle check forms, filling out timesheets, and even setting lone worker safety alarms.

JM Job Manager

Business impact

Whether you are currently utilising a mobile working application or are looking to introduce mobile applications for the first time, Job Manager enables you to equip your field workforce with a complete solution that not only improves their effectiveness, but helps you manage and increase productivity.

"The introduction of Kirona's Job Manager has led to a 10-15% increase in our productivity and greater earning per field worker."

Geoff Griffith, IT Manager
Clearwater Group

"I would recommend anyone considering it [Job Manager] to get a demo to see how easy it is and how powerful the solution really is."

Chris Henry, Technical ICT Support Officer,
Salix Homes

"Previously to get this level of information managers would have to visit or ring around 90 field staff, which was time intensive and with other work commitments, often not even possible. Now they have the information to properly plan and react."

Nina Deverall, SGC Project Manager for
Transformation and Efficiency,
South Gloucestershire Council

"We have seen an immediate impact on productivity. The Kirona software helps us see precisely which engineers are available and to prioritise our jobs in the optimum way"

Benjamin Apraku, Vodafone Ghana

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 £25m has been spent in R&D of our product with over 35,000 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.

Over

£25m

has been spent in R&D of our product with over

35,000

field workers rely on our software to undertake their work every day.

KIRONA™