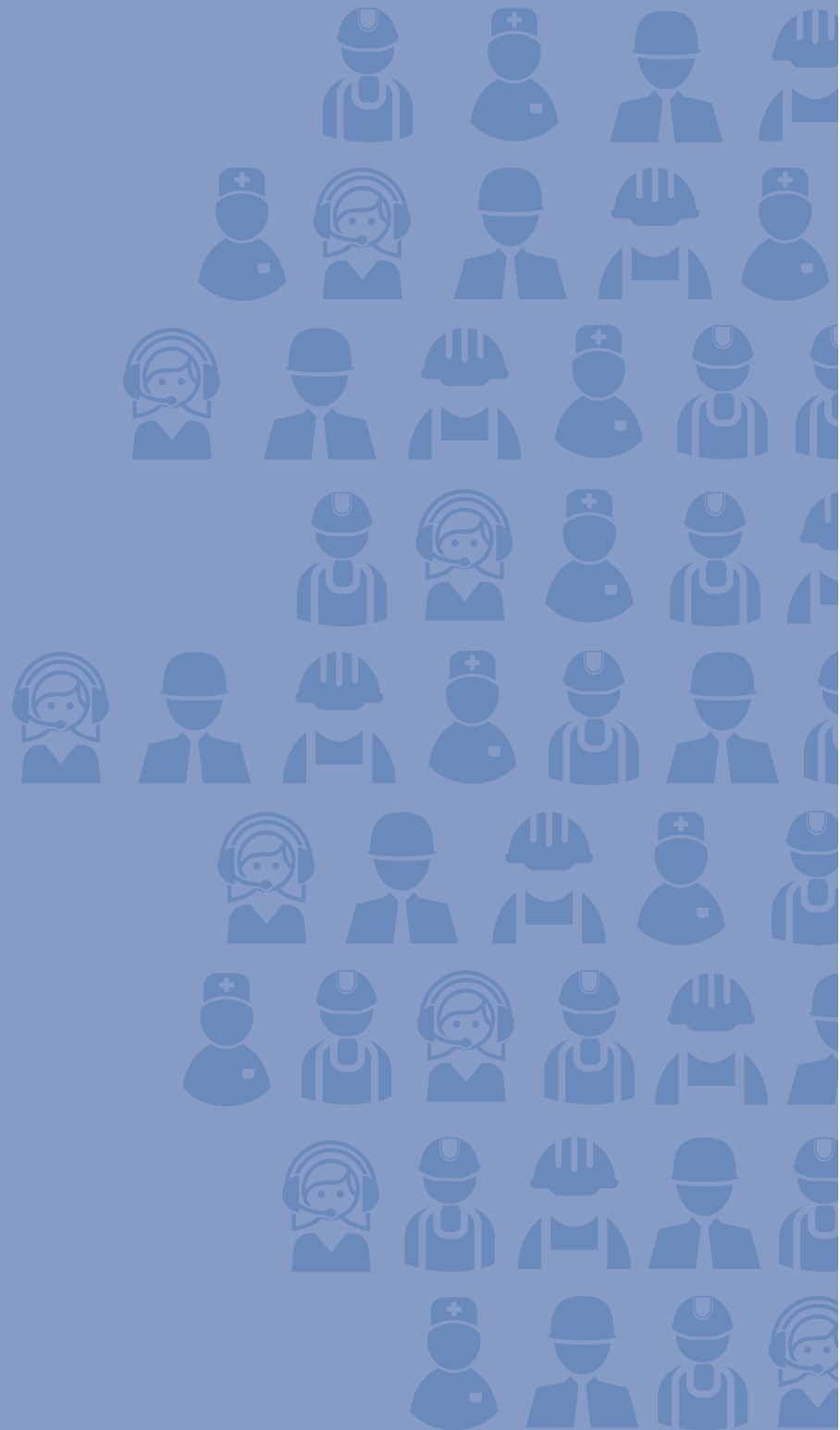


# MAXIMISING PRODUCTIVITY

WITH FIELD WORKFORCE AUTOMATION



THE PRODUCTIVITY IMPACT OF FIELD WORKFORCE AUTOMATION	3
WHAT DRIVES THE PRODUCTIVITY IMPROVEMENTS	4
HOW OUR CLIENTS BENEFITS	5
A SMARTER WAY OF WORKING	6
CLIENT ROI EXAMPLES	7

# THE PRODUCTIVITY IMPACT OF FIELD WORKFORCE SOFTWARE

On average our clients experience a 25% increase in productivity by deploying field service software.

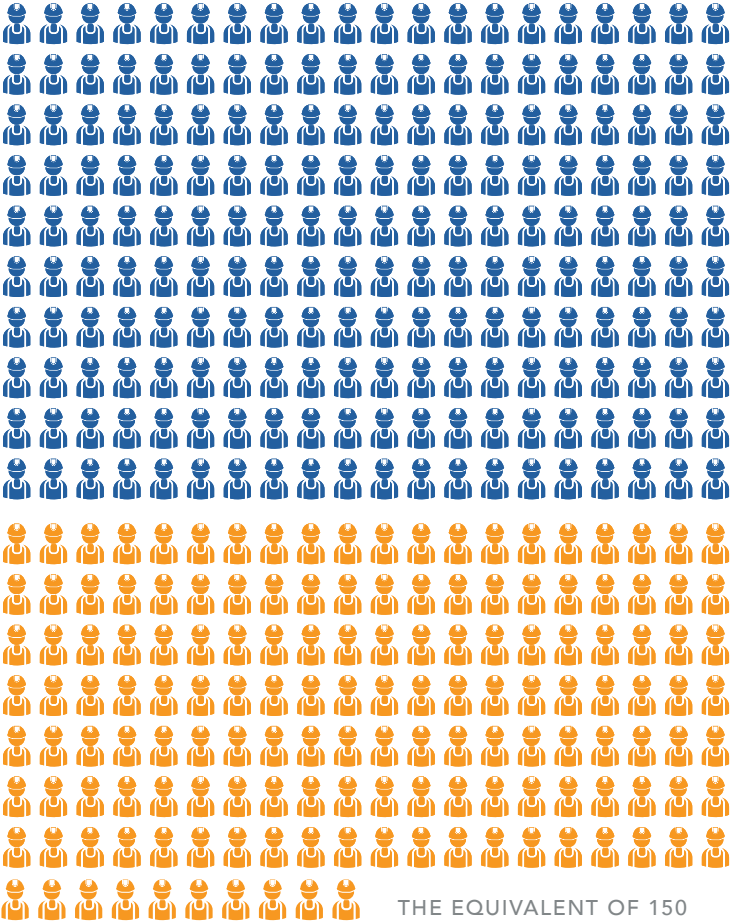
Put another way, for every 10 field-based workers, our clients immediately see productivity improvements which is the equivalent of having another 2.5 members of staff.

And what if your productivity is higher? For many of our customers it is - Vodafone (Ghana) experienced a 75% increase in utilisation rates and at South Gloucester Council the typical number of jobs carried out per field-based worker increased from 11 to 15 per day a 35% increase.

What is more, such increases in productivity are completely scalable regardless of whether you have 10 or 10,000 field-based staff.

In the case of Vodafone, their 200 strong field workforce increased the average number of jobs undertaken per day from 4 to 7, a huge 75% productivity improvement. Effectively giving them the equivalent of an additional 150 field workers.

## PRODUCTIVITY IMPROVED BY AN AVERAGE OF 75% PER OPERATIVE VODAFONE (GHANA)



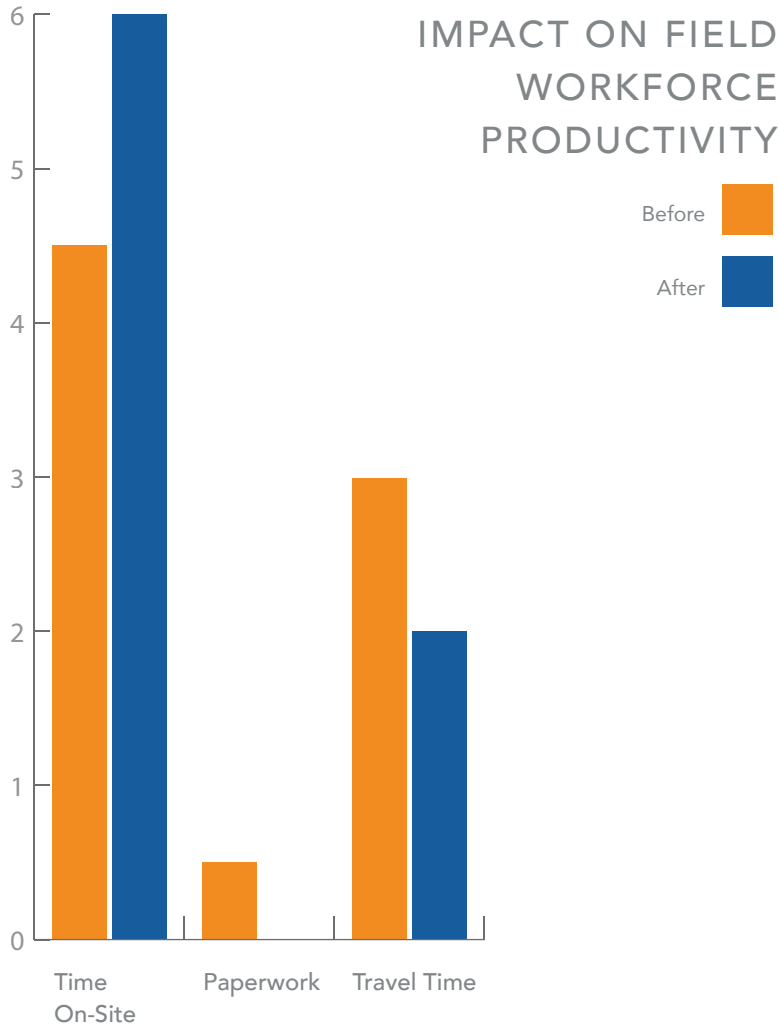
THE EQUIVALENT OF 150 ADDITIONAL FIELD WORKERS

# WHAT DRIVES THE

Through the use of Field Workforce Automation, our clients consistently increase the amount of actual work time of each field-based worker.

The reason that such levels of productivity improvements are achieved time after time, is that field workforce automation directly addresses and reduces unproductive time:

- Electronic delivery of work items to field-based staff reduces the need to return to base.
- Intelligent route optimisation significantly reduces travel time between jobs ensuring more 'work' time.
- Dynamic scheduling during the emerging day ensures that every hour of every field-based worker is optimised.
- Less time is spent each day by field workers completing paper work instead they use mobile technology.
- The appropriate field worker is allocated to each job ensuring the most efficient use of resources available.



## ADDITIONAL CUSTOMER RESULTS

-  OFFICE ADMIN REDUCED BY 50%
-  FUEL COSTS REDUCED BY 30%

## HOW OUR CLIENTS BENEFIT

With such improvements in productivity, the only challenge our clients face is how to capitalise on the productivity improvements.

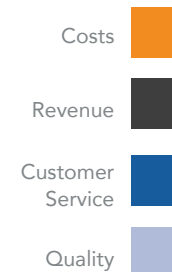
Every Field Service Manager dreams of instantly having increased capacity and what this enables them to do:

- Reduce **COSTS** through workforce adjustments or reducing the amount of contract staff or overtime working.
- Increase **REVENUE** by having the additional capacity to do more work.
- Improve **CUSTOMER SERVICE** by reducing wait times for service delivery.
- Improve **QUALITY** by ensuring the right amount of time is applied to every job or task.

Significantly, Kirona’s software allows organisations to configure the software to meet their specific business goals.

This allows organisations to prioritise customer service over cost reduction, or increase their revenue in Q4 to meet year end targets. The outcome is in your hands, it’s an ROI customised to you.

BALANCED ROI



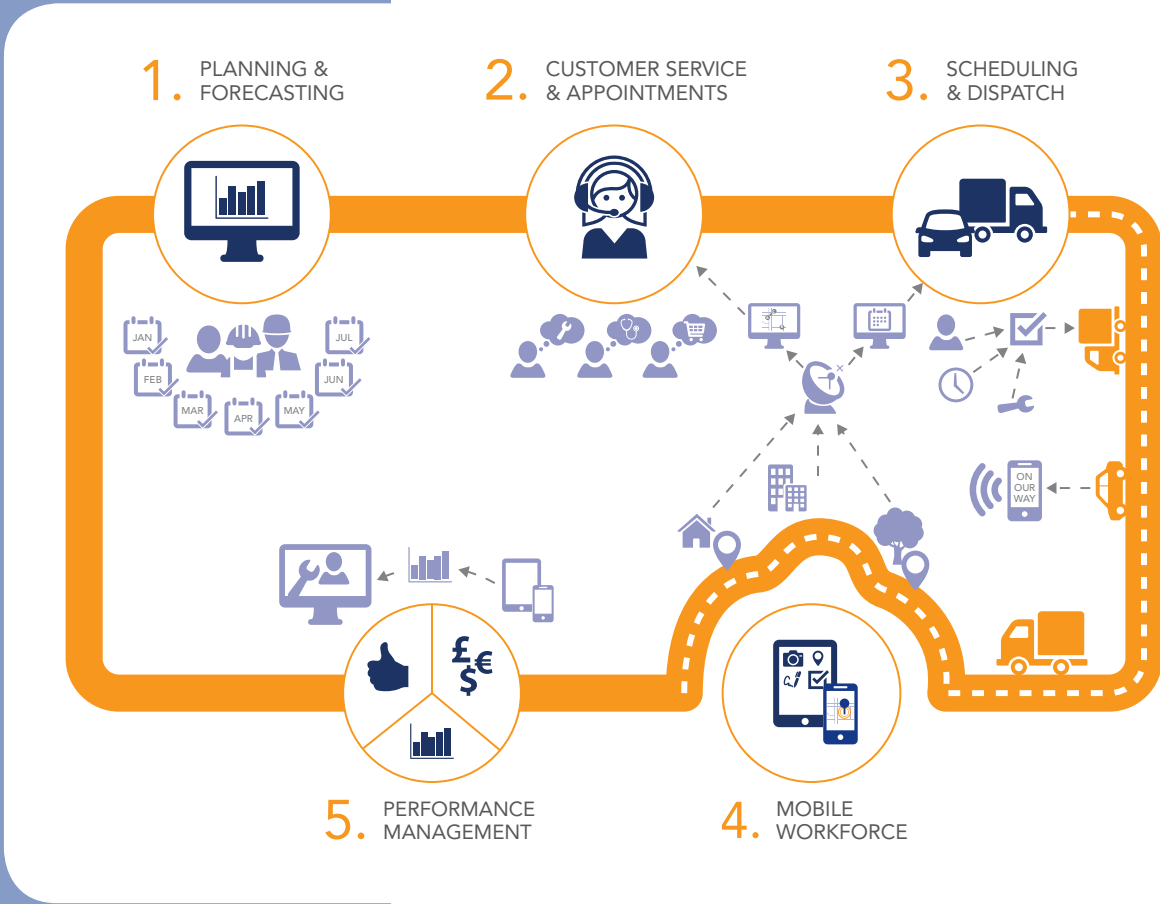
CUSTOMISED ROI



# A SMARTER WAY OF WORKING

Individually each element of Field Workforce Automation contributes to a significant return on investment – but the greatest value is from the collective impact that it has on your business, your people and your customers.

Not only do you perform each step more efficiently and effectively, but you are also able to gain unprecedented visibility of your end-to-end service delivery, understand demand, the alignment of your service to this demand and use this actionable intelligence to drive continuous improvement.



OUR CLIENTS ARE THE BEST PROOF OF THE VALUE DELIVERED



A 20% increase in workforce productivity and an annual cashable saving in the region of £280,000.



Appointment waiting time down from over 56 days to 7 days and an increase in customer satisfaction from 75% to 96%.



A 55% increase in field workforce productivity. Office admin staff reduced from 36 to 14 members.



Jobs completed per team, per day increased by 35%. Reduced Operating Costs by £500,000 per annum.



An increase in jobs completed per day from 4 to 7 per field-based worker, equivalent to a

We hope you have found our return on investment guide useful, please feel free to share with colleagues.

If you would like to speak to one of our team we would be happy to help.

T: 01625 585511

E: [info@kirona.com](mailto:info@kirona.com)

W: [www.kirona.com](http://www.kirona.com)

