

## **Introduction**

Ronin Group (NZ) is a specialist provider of field workforce management solutions. In conjunction with our partner Kirona Solutions Ltd (UK), we provide a range of products and services that delivers proven business benefits including: increase in worker productivity, reduced office admin overheads, reduced field service overheads, and increase in customer satisfaction.

## **Top 5 Business Challenges**

### **Customer Service and Appointments**

How do you enable appointments to be provided to customers at the first point of contact while ensuring that every appointed slot is the most efficient use of resources?

### **Mobile Workforce Management**

How do you manage a geographically dispersed workforce, allocate work to them, track progress and streamline information flow?

### **Resource Scheduling**

How do you dynamically manage your schedule during the day and continue to maximise efficiency as different situations arise?

### **Resource Planning and Forecasting**

How best to use the resources you have in the field to deliver maximum productivity and service excellence to your customers?

### **Performance Management**

How do you get a real-time view of your operation, analyse worker productivity and costs over time in order to improve and grow your business?

## **Workforce Management Solutions**

Kirona Solutions Ltd (Est 2003) specialise in field workforce management solutions with a comprehensive suite of Field Service Automation software. During this time they have been incredibly successfully with over 350 customers in UK and abroad.

Kirona's Field Workforce Automation drives productivity, reduces costs and improves customer service. These solutions help organisations to deliver exceptional field-based services in the most cost-effective and productive way possible, with a suite of software that enables them to manage their end-to-end service processes and to seamlessly integrate field-based workers with central functions.

## **Workforce Management Products**

The Kirona field service automation software comprises of three key software applications: Xmbrace DRS (Dynamic Resource Scheduling), Job Manager, and InfoSuite.



# RONIN Field Workforce Management Solutions



## Dynamic Resource Scheduling

DRS (Dynamic Resource Scheduler) is an industry leading, dynamic solution for scheduling the work of field staff. DRS takes into account the nature of each field task e.g. a customer appointment or servicing job, the task priority, the customer's location, the operative's location, skills and hours worked, and the existing schedule.



**Dynamic Scheduling** getting the job to right people with no hassle



**InfoSuite** provides interactive reports and graphs for your SLA's and KPI's



**Book Appointments** and make sure they aren't missed



**Self Service** allows customers to book their own optimised jobs



**Route Optimisation** maximises efficiency by minimising travel



**SMS & Email** alerts remind customers of appointments



## Job Manager

Built using leading and proven technologies, Kirona's Job Manager Suite is the next generation of mobile solution for your field workforce.

This device agnostic software gives your field workers the information they need to carry out their jobs no matter where they are. You eliminate paperwork, speed up job completion, and support essential data capture including signatures, barcodes, and camera photographs; all from consumer or rugged Microsoft Windows, Apple iOS and Google Android smartphones and tablet PCs.



**Data Capture** from simple forms to complex workflows



**Signature** capture for proof of delivery or customer satisfaction



**Photo Capture** for evidence or future reference by colleague



**Timesheets** to record worker productivity, overtime and bonuses



**Tracking** shows workers where they are in relation to their jobs



**Offline** capabilities ensures work can carry on without network coverage



**Create Job** enables ad-hoc and follow-on work to be created



**Safeguard** provides lone worker panic alarms and timers



**Parts & Materials** are captured to update stock and job costs



**Studio** enables organizations to build their own mobile data capture forms



## Info Suite

Hooked into the databases of everything you do; works management, scheduling and mobile working. InfoSuite can be set to give you real-time, holistic visibility of your business performance.

## Workforce Management Services

### Consultancy

Ronin Group provides consultancy services for our customers at both the strategic and operational levels of your organisation. Our skills and experience are diverse, grounded in industry best practice and, quite simply, among the best in the business. Typically our clients look at streamlining their business processes and information flows prior to configuration and implementation of a field workforce management solution.

### Configuration

Ronin Group in conjunction with our partner Kirona Solutions, provides experts to configure Kirona field service automation software to best suit your industry, business process, data and functional requirements.

### Implementation

Ronin Group in conjunction with our partner Kirona Solutions, provides experts to implement Kirona field service automation software on premise or as SaaS. We can also help with back-office system integration if required.

### Support

Ronin Group in conjunction with our partner Kirona Solutions, are committed to providing customer support that consistently meets agreed SLAs. Customers can log and monitor support tickets using our web-based support application. All tickets are triaged by a NZ based service desk who can also be contacted via phone if necessary.

### Summary

Kirona intelligent mobile solutions deliver a measurable return on investment by maximizing workforce utilization, reducing overheads, and delivering a better service to customers.



<b>AVERAGE</b> <b>20%</b>	<b>INCREASE IN PRODUCTIVITY</b> <ul style="list-style-type: none"><li>• More jobs completed per worker, per day</li><li>• Improved worker, vehicle and equipment optimisation</li><li>• Travel time and admin is reduced, maximising worker time onsite</li></ul>
<b>AVERAGE</b> <b>20%</b>	<b>REDUCED OFFICE ADMIN OVERHEADS</b> <ul style="list-style-type: none"><li>• Less time required to plan work and manage customers</li><li>• Less effort required to track, manage and reschedule work during the emerging day</li><li>• Fewer contact centre inquiries, and shorter call durations</li></ul>
<b>AVERAGE</b> <b>50%</b>	<b>REDUCED FIELD SERVICE OVERHEADS</b> <ul style="list-style-type: none"><li>• Reduced fleet and fuel costs</li><li>• Greater SLA compliance and fewer financial penalties</li><li>• Increased workforce capacity, meaning less overtime/ external contractor use</li></ul>
<b>AVERAGE</b> <b>95%</b>	<b>INCREASE IN CUSTOMER SATISFACTION</b> <ul style="list-style-type: none"><li>• More "first time resolutions"</li><li>• More customer commitments kept</li><li>• Reduced response times for emergency visits</li></ul>

Ronin Group NZ offer our customers professional services (consultation, configuration, and implementation) and on-going support to help improve performance and drive productivity improvements across their business.

Find us on the Web, LinkedIn, Facebook, and Twitter

Website	<a href="http://www.roningroup.co.nz">http://www.roningroup.co.nz</a>
LinkedIn	<a href="https://www.linkedin.com/company/ronin-group-nz">https://www.linkedin.com/company/ronin-group-nz</a>
Facebook	<a href="https://www.facebook.com/roningroupnz">https://www.facebook.com/roningroupnz</a>
Twitter	<a href="https://twitter.com/roningroupnz">https://twitter.com/roningroupnz</a>

Contact us for more information or request a demo

Email	<a href="mailto:info@roningroup.co.nz">info@roningroup.co.nz</a>
NZ Mobile	Lisa Marshall +64 27 3085839
NZ Mobile	Larry Lepper +64 21 460585

Visit our business partner on the Web, LinkedIn, Facebook, Twitter, or YouTube

Website	<a href="http://www.kirona.com">http://www.kirona.com</a>
LinkedIn	<a href="https://www.linkedin.com/company/kirona-solutions-limited">https://www.linkedin.com/company/kirona-solutions-limited</a>
Facebook	<a href="https://www.facebook.com/pages/Kirona/186737741347683">https://www.facebook.com/pages/Kirona/186737741347683</a>
Twitter	<a href="https://twitter.com/kironaltd">https://twitter.com/kironaltd</a>
YouTube	<a href="https://www.youtube.com/channel/UCj86x4fr_eeNOevwK2BLv3w/feed">https://www.youtube.com/channel/UCj86x4fr_eeNOevwK2BLv3w/feed</a>

