

Transform **Your Mobile Workforce Management** to Drive Efficiencies and Savings

A guide to effective mobile workforce management



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Effective mobile workforce management delivers significant benefits to everyone

In numerous industries, mobile workforce management poses challenges. Many organizations do not have an effective mobile workforce management system in place, while others use separate systems that do not communicate with one another.

Information that is critical for business management might be stored only in Excel files, scribbled on Post-It notes, or only accessible through time-consuming phone calls. For work coordinators, managers and their subordinates alike, operating in this manner creates several risks. When information is scattered to this extent, gaining an overall picture of the situation is impossible and operations become inefficient.

Mobile workforce management can be made more efficient by consolidating information in a single management system, which also increases transparency at every level of the organization. A mobile workforce management system can be used by work coordinators, management, and other workers anywhere, anytime:

- When work task information is always accessible, field work is better organized from the perspective of the employees.
- Work coordinators can see any work record in real time, and they can reassign tasks and work locations flexibly in response to changing circumstances.
- Thanks to the data collected in the system, management can make operations more efficient and identify potential savings.

Would your organization benefit from a comprehensive field workforce management system?

This guide offers in-depth information and practical examples that highlight how organizations can enhance their field workforce management with CGI Mobilog.

Using the guide, you can analyze how your organization can cut costs with CGI Mobilog.

Using a mobile workforce management system makes field work more efficient and consistent

In field work, time is often lost on non-billable activities, including moving from one place to another. The better the coordination of field work, the more cost-efficient operations become.

A mobile workforce management system contributes to efficient mobile workforce management and enables seamless and efficient operations—anytime, anywhere.



Efficient mobile workforce management saves time and makes mobile work easier to complete:

- Workers have immediate access to the information they need for their tasks.
- Work lists show the tasks for each day and the time allocated for them.
- Work lists and schedules can be adjusted in an agile manner when circumstances change.
- Work reports can be submitted via the mobile application—anytime, anywhere—and information also can be transferred to other systems.
- By logging work in real time, employees can spend more time on customer work.

Keep employees up to date on tasks and changes

CGI Mobilog notifies employees of their tasks and planned work schedules automatically via a mobile application.

Due to sudden changes in circumstances, tasks assigned to a mobile worker must be adjusted during the course of a day. With CGI Mobilog employees receive an immediate phone notification of changes to their task list. Because there is no need to notify each employee individually, work can commence without any delay, and time is saved.

“The new system has made life easier for our employees because there are fewer phone calls needed to agree on work matters.”

- Harri Karjalainen, Chief Technology Officer at Lassila & Tikanoja

Update work logs in real time to reduce errors and free up time for customer work

With CGI Mobilog, employees can submit work logs immediately after completing an assignment while still at the work site. When employees have the opportunity to update work logs immediately, rather than wait until they return to the office, the number of errors is reduced and reporting goes smoothly. Accurate work records reduce the amount of time spent on phone calls to clarify issues.

Having a quick and easy means of logging relevant data leaves mobile workers more time for billable customer work, boosting the organization's revenue. When time for various tasks is allocated accurately, employees do not have to rush. Therefore, they can focus on customer work—the actual tasks that customers pay for and that generate value for them.



Reduce the time and effort involved in work planning and reporting by gaining an overall view

CGI Mobilog serves as a tool for work coordinators, enabling them to plan, optimize and monitor mobile work in an agile and comprehensive manner. Automation and optimization combined drive significant savings and make mobile work more cost-efficient.



Automation and optimization enable efficient planning and reporting:

- Planning and assignment of tasks is easier with a clear overall picture of the situation.
- Work logs can be viewed in real time, and reports are generated automatically.
- Optimization enables automated selection of the most suitable employee for each task, which saves time.
- If an employee is ill, a substitute is easier to find.

Efficient mobile operations are transparent across the entire organization. Work hours logged by an employee become visible within the organization automatically. Because information on assignments and employees is recorded in real time, work coordination is quicker and easier.

Without an appropriate ERP system, employees cannot report on wait times caused by delays or non-billable work, such as a visit to a pharmacy on behalf of a home-care patient. This involves certain risks:

1. When such work goes unrecognized, it is difficult to make mobile work more efficient.
2. When the number of non-billable hours is unknown, measures for boosting efficiency are difficult to identify.

A transparent work management system offers statistical information on the time spent waiting and for moving between locations. With accurate data, one can analyze these activities to determine how necessary they are and how they could be organized in a more efficient way. This enhances the planning of operations, which ultimately means that employees can focus more on billable work.

Improve your mobile workforce coordination and select the best employee for the job with automated workforce management

Through an automated workforce management system, tasks and schedules can be changed in an agile manner. Work coordinators can spend more time on work planning because they have access to real-time information.

The savings generated by a mobile workforce management system stem from data, data analysis and automation. An effective system determines individual employees' suitability for assignments in light of job requirements. Information on employees, job locations, properties and customers enables automated selection of employees best suited to a specific assignment.

Enhance your operations by responding rapidly to changes with the help of real-time information

Mobile work situations and assignments may change without notice. In the absence of an efficient mobile workforce management system, time is wasted on phone calls, and certain information may be found only in Excel files or on Post-It notes.

In contrast, an effective mobile workforce management system enables seamless and transparent information flows in mobile work. Delays on a job site typically necessitate work management measures. If employees are assigned new tasks immediately when a delay occurs, personnel costs can be reduced.

Example:

Work on a construction site is delayed. Employees receive a notice of replacement work, which they can perform until the original job resumes. This way, work hours are used efficiently, and there are no project delays.



**Example:**

Water damage occurs at a property for which a company supplies cleaning services. The employee assigned to the job receives a notification about the situation by phone and is requested to go to the next job location. No time is wasted on waiting because the employee is immediately informed about the new assignment.

When mobile work is supported by an efficient mobile workforce management system, work coordinators have a clear overall picture of the work carried out by mobile workers. This enables rapid response to situations such as sudden illness or injury, and a substitute can be found quickly, without unnecessary work disruptions.

Real-time information on mobile work can be used in reacting to changes and anticipating future situations.

**Example:**

While visiting a customer in the morning, a home-care worker observes a situation that requires monitoring and follow-up and adds a note in the system while still at the location.

With the assistance of the real-time information recorded in the system, the patient's situation can be monitored more efficiently.

Also, these records are automatically transferred to the patient data system, where all health professionals can access them. As a result, changes in the patient's condition can be anticipated.



Employees can plan their work better and gain a clearer overall picture.

They feel less rushed, as sufficient time is allocated for planning.

A task list makes mobile work easier,
as mobile workers can check the
required tasks onsite.



Automation makes it easier to assign tasks to employees.

In the case of illness or other unexpected circumstances, substitutes are easier and faster to find.

Work recording and reporting is faster.

Any work record can be seen in
real time, and reports are generated
automatically.



Managers can use data to identify cost savings opportunities

When information is readily accessible, managing mobile work becomes much more efficient, driving cost saving opportunities. When mobile work data is stored in a single location, data processing and analysis are easy as well. As a result, management can plan and implement mobile work more accurately, quickly and easily, without unnecessary delays.



Tapping into data, managers can identify significant savings in mobile work:

- The system generates a coherent and easy-to-analyze body of data covering the entire organization.
- Data enables the identification of indirect, non-billable work and aids in developing measures to make operations more efficient.
- Accuracy of the data makes it easier to allocate resources appropriately and to drive savings.

An efficient mobile workforce management system is an excellent investment. For example, data collected over a month can be used to determine how much time an individual mobile worker spends on billable work and on moving between locations and, hence, how much time is lost.

Higher employee satisfaction is the primary benefit

With a mobile workforce management system, you can specify a specific time frame within which a task can be completed. In addition, lunch and other breaks, travel/transfer times, etc. can be taken into account in planning. This improves well-being at work as employees are assigned sufficient time for performing tasks assigned to them.

“We believe that the amount of sick leave has decreased to some degree since the optimization.”

- Ulrika Rehnström, Application Advisor and Implementation Manager for the City of Loviisa

When mobile work issues can be anticipated and changes rapidly addressed, employees benefit from greater security, while managers benefit from an overall view of the work, including what tasks have been completed.

Work stress causes about 50% of sickness-related absences, according to the European Agency for Safety and Health at Work. Each day of sick leave costs an employer roughly 300 euros.

Source: diwello.fi/tiesitko-taman-tyostressin-haitoista-miten-autat-stressaantunutta-tyontekijaa/



A study by researchers at the University of Warwick found that being satisfied with their work made people around 12% more productive.

Source: warwick.ac.uk/newsandevents/pressreleases/new_study_shows/

The role of technology in mobile workforce management will increase

With access to accurate data, mobile workers can provide better services to customers. In addition, all information is automatically forwarded to the parties requiring it. The future will see some mobile workforce management operations automated with the aid of Bluetooth technology.

In the not too distant future, as soon as they reach a job location, employees will receive information on the tasks assigned to them via sensors that utilize a Bluetooth connection. These sensors can be used to send notifications on work tasks directly to employees' phones.

Such technology is a good investment because it makes work coordination more efficient. At the same time, the buyer of the service benefits from accurate reports generated from sensor data.

Example:

In the future, information on tasks that must be performed at a certain location will be sent automatically to employees' phones when they reach the site.





Interested?

Take a leap toward efficient mobile workforce management

Would you like to make your mobile work operations more efficient and seamless to drive savings and revenue? Sign up for our Fieldwork Boosting workshop through which we can analyze how best to enhance your workforce management operations.

The Fieldwork Boosting workshop will help you evolve your operations on the basis of existing data. At the workshop, you will be able to analyze areas for development with our experts and identify steps for success. In addition, we will describe how data can be used as a tool for the day-to-day management of your operations.

During the workshop, we generate a priority-ordered list of development priorities, a graphical presentation of required steps, and a description of how day-to-day management can support reaching set goals.

Interested? Contact us at info@cgi.com.



ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating across the globe, CGI delivers end-to-end capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions, helping clients achieve their goals, including becoming customer-centric digital enterprises.

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