



Modern field service

Mobile devices and technologies are transforming distributed workforces

Mobile devices are revolutionizing field service work – not only from the standpoint of employees and technicians – but by improving the customer experience and management of field service workers. Given the excellent range of devices and applications available today, more and more sectors are finding new and better ways to pair mobile technologies with field work, to help ensure seamless operations management, eliminating workflow pain points, information delay, and more.

This revolution is occurring across industries, and although you may see the transformation of field work in your own industry, you might not know how other fields are applying mobile technology. A look at real world applications of technology for mobile field workers might inspire new applications for your industry and mobile workforce.

Engineering and Construction

Right crew, right equipment, right time, faster results. Construction management requires the right crews and the right equipment to be at the best place and at the best time. However, many managers are dealing with crews that work on multiple sites. Mobile technology allows crews to indicate when they are arriving or finishing at a particular site, so that the next crew can be scheduled to arrive on site more efficiently. And management can make sure that the right crew is on hand at the same time as the equipment that they need.

Engineering and construction sites are more demanding and

hazardous than other work locations, so selecting durable devices for these workers can help ensure longevity for mobile device deployments.

Fleet management in transportation and aviation

Better routes and improved safety. The introduction of digital flight plans allowed for major aviation efficiency improvements. More and better digital flight planning tools allow better aircraft monitoring, better rerouting, and greater safety.

In shipping and ground transportation, beacon technology and sensors on trucks optimize fleet management and service needs.

There are also clear gains for drivers as they plan better and more efficient routes and alert fleet managers to completed shipments and driver availability.

These fleet management tools also impact retail delivery. Better estimates of delivery time and shorter delivery windows are a direct improvement of the customer experience.

Healthcare

Better worker safety, better responsiveness to patients. Many hospitals are on large campuses and constitute a distributed workforce. By empowering healthcare workers to communicate, access records, and get real time updates, mobile devices are providing critical gains in efficiency for onsite healthcare workers. These

Mobile technology
helps reduce
response time
for service calls





same devices and secure applications allow on call physicians and remote specialists to collaborate on patient care quickly and seamlessly.

Due to the special needs of the clinical environment, hospitals and organizations implementing mobile solutions should consider durable devices. These might include washable devices with antimicrobial coatings to protect the health of patients and workers, as well as secure docking and charging stations.

The benefits for healthcare extend beyond the clinical environment. Mobile healthcare workers face special challenges during in-home patient care. Because mobile nurses and therapists work with patients directly

in their homes, it is essential to keep healthcare provider safety at top of mind. Mobile technology that tracks workers and allows them to check in upon arriving at a patient's home and as they travel to their next location helps create a method to monitor worker safety.

Mobile phone applications also allow caregivers and patients to communicate, so caregivers can send visit reminders and schedule follow-up visits more easily. And secure texting and mobile devices are making it easier for caretakers to reach out to a broader team of healthcare providers, to provide patient updates, confirm care plans, track progress, or get additional opinions.

Utilities

Shorter appointment windows for enhanced customer experience.

Without enhancements and tracking for utilities, service appointments with a utility company technician can leave customers waiting at home over an extended window. Now, technicians can alert customers about their impending arrival, making service windows shorter than ever before. In many cases, equipment updates allow technicians to read meters remotely, eliminating the need for customers to be present.

Connected meters also allow utilities to monitor equipment and meet quality standards better than ever before. Now, utilities can get



Mobile devices are improving workflows for healthcare, utilities, and more

early warnings about outages and equipment failures and take care of issues before they impact customers or minimize service disruptions.

Research and remote locations

Faster, better data collection.

Organizations that deploy mobile workers to remote sites often face challenges related to getting useful, information back quickly. Durable devices with global connectivity mean that workers can take their devices into remote or extreme environments and still allow data can be uploaded and analyzed in real time.

In addition, beacon technology can mark research sites, or be installed in

remote equipment – so that workers can locate equipment or specific coordinates more quickly, and receive alerts about issues at remote sites. This helps them quickly correct issues and supports seamless data collection and operations.

Mobile tech impacts the bottom line

Field service mobile tools and software allow management to track worker location, shift resources as needed, and get insight into the duration of site visits. Workers can use routing tools to find better paths, and integrated GPS means that reporting mileage is simplified.

This degree of granularity allows management to ensure that they have adequate staffing to address site visit needs. Workers can be rerouted to closer locations, and move seamlessly from appointment to appointment. This ability to leverage real time responsiveness is a game changer for modern businesses.

Better field worker experience is great for employee retention and productivity, but most of the benefits of integrating mobile technology into field service lead to a positive impact on the bottom line, through improved logistics and operational efficiency and additional business, thanks to improved customer experiences. 