



FIELD SERVICE MANAGEMENT APP SOLUTION SHEET

In Summary

- Designed for asset-intensive industries using EAM software
- Mobile-enables your existing EAM and related enterprise systems
- Reduces the cost of servicing assets, especially in remote locations
- Streamlines processes to increase productivity in the field
- Supports better planning and decision-making



Overcome the challenges of managing assets in the field

If your organisation relies on the performance and uptime of your assets in the field, you know only too well that the information flowing between your Enterprise Asset Management (EAM) solution and field personnel is vital. But the poor data quality and delayed decision-making that result from traditional paper-based processes can take their toll on your bottom line, and on customer satisfaction.

The Certus Field Service Management App increases productivity and lowers the cost of field service management by eliminating inefficient paper-based processes associated with tasks such as work orders, service requests and inspections.

What is the Field Service Management App?

The Field Service Management App is an enterprise ready, out-of-the-box app that enables field service personnel to manage and report on operational tasks quickly and easily using a tablet or smartphone.

The app integrates with your EAM, databases and other enterprise systems. It can be used online, giving real-time access to information, or offline, allowing field personnel working in remote locations to complete a full day's work without having to synchronise back to head office systems.

The tyranny of paper-based processes

Using paper forms to provide information, manage workflow and capture data in the field has many shortfalls. Days can be lost between the manual completion of the paperwork and the entry of that data into your EAM system.

In the meantime, decisions both in the field and back at the office are delayed, or they're made without the benefit of the most current information. Double-handling of data wastes valuable resources and increases the risk of errors.

Boosting productivity in the field

The Certus Field Service Management App improves productivity and effectiveness of personnel in the field and back at the office by:

- Extending, simplifying and automating operational processes associated with field service management
- Delivering information to field personnel whenever and wherever it's needed
- Capturing information at the source and in a timely manner
- Improving data quality to enable better decision-making
- Eliminating double-handling of data

Designed to work online or offline, all work orders and associated data are stored locally and securely on the mobile device. The app updates your EAM or other database on a scheduled basis or can be initiated manually. Workflow can be automated so that vital parts get ordered immediately and remote staff are deployed to other jobs nearby.

An intuitive user interface that applies your organisation's unique workflow and business rules ensures that all tasks are completed and that data capture and quality are optimised. The functionality and user interface are tailored to your needs and customised to reflect your brand.

Mobilising your EAM system for competitive advantage

Built on trusted IBM software and using enterprise-class platforms, Certus can deliver your Field Service Management App in weeks - not months - on secure, scalable infrastructure that integrates with your existing EAM system. Certus is your complete mobility partner delivering mobile apps:

- Out-of-the-box or tailored to your requirements
- Application framework to accelerate time to market
- Application distribution and device management
- Device and data security
- Ongoing support

The Field Service Management App from Certus allows your organisation to mobilise its EAM solution - increasing agility, security and capability in the field - and delivering improved service to customers.

