



Bringing it all together

BT Field **Force** Automation

Transforming the performance of your mobile workforce



Improving field service efficiency

Ensuring field service operations run efficiently is critical to the success of organisations with employees, vehicles and assets on the move. BT Field Force Automation (FFA) is a comprehensive modular suite of professional services, process and change management consultancy, software and mobility solutions, delivered by a team of dedicated practitioners who have unrivalled expertise in transforming field service processes.

By enabling more effective scheduling and resource management and mobilising business applications at the point of service, FFA can help you improve resource utilisation, increase productivity, reduce abortive visits, vehicle mileage and carbon footprint, comply with your employee duty of care commitments and improve customer service.

It was clear from the outset that FFA was not an end in itself but an enabler for cultural and business change within Northumbrian Water. It is already apparent that the combination of technology, process rationalisation, and the greater visibility of jobs and the fleet are having a remarkable impact on our efficiency and effectiveness.

Brian Olley,
Work Management Programme Manager,
Northumbrian Water Limited

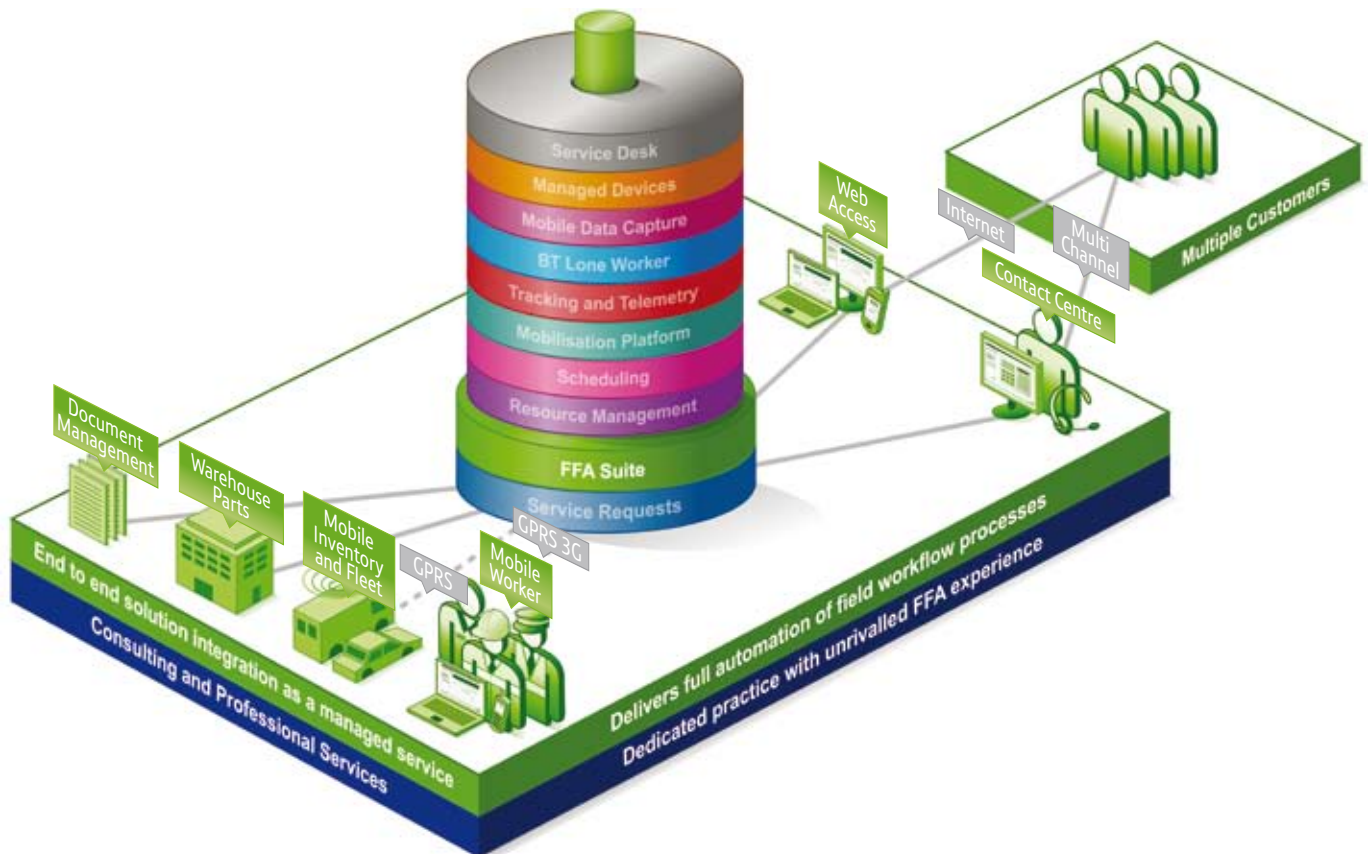
BT has the experience

BT has a unique combination of expertise, experience and independence in field force automation. This enables us to create and implement solutions that address the specific business challenges faced by our customers. We understand the strategic, operational and regulatory pressures under which organisations with mobile workforces operate, having pioneered the use of mobile computing platforms and FFA solutions with 30,000 of BT's own field service employees.

Benefits BT has generated from Field Force Automation:

- £175 million annual ROI from increased efficiencies and cost savings
- 36% increase in field service productivity
- Rationalisation of field service control centres from 100 to just three.

BT is network, hardware and software vendor-independent and has the experience of combining technologies from multiple vendors into seamless solutions for customers. This means that the most suitable technology is deployed only after careful evaluation of customer needs. BT understands cultural change and the key role it plays in the success of an FFA initiative. We work alongside our customers, their workforce and union representatives to help ensure a smooth and successful implementation.



End-to-end managed FFA solutions

FFA delivers significant improvements in field force efficiency, with a comprehensive modular suite of services and solutions that enables our customers' field forces to access corporate data and enterprise applications when they need them in the field. FFA brings together expertise and products covering a wide range of requirements including business process consultancy, solution design, systems integration, project management, implementation and the supply and in-life support of hardware, software and mobile communication elements:

Professional Services - Delivered by a dedicated team of practitioners who have unrivalled experience in transforming large field service organisations, including BT's own field force of 30,000 employees. Services include:

- Business needs analysis
- Business case development
- Business process consulting
- Change management
- Solution design
- Systems integration
- Legal and trade union negotiation support
- Training and accreditation
- Project management and implementation services.

Resource management - Optimisation of roster patterns, national or regional balancing of resources and skills, plus daily management of attendance in accordance with the European Working Time Directive. This allows remote user-input of overtime, leave, sickness, training and other general absence and work availability information. Also enables field employees to report stock levels, and remotely order parts and consumables, thereby eliminating paperwork and optimising stock levels.

Scheduling and dispatch - Delivers dynamic operational work allocation to our customers' mobile workforce. Optimised work schedules can be dispatched to engineers and delivery teams in real time via any mobile platform. Highly configurable, the system can be easily, quickly and dynamically adjusted to maintain the balance between delivering quality of service and minimising service delivery cost.

Mobilisation Platform - Field workforces require a seamless, real time and intuitive user experience when accessing business applications on a mobile device. Delivering fast and effective mobile applications requires a robust, scalable and flexible platform. BT's managed application mobilisation platform enables businesses to automate and mobilise business processes and applications without significant capital outlay. This includes mobilisation of simple paper-based form and processes to the most complex service workflows. BT provides the enterprise application integration capabilities to seamlessly integrate existing back-office systems with the mobilisation platform and effectively extend enterprise applications out to mobile employees.

BT offered us not only technical expertise but business understanding. It showed us how we could optimise results by using its people's experience in different areas of implementation, particularly change management.

Csaba Mezö,
Technical Director, E-ON Hungarian

Tracking and Telemetry -

- **Location and tracking** - GPS-based location tracking and geofencing of people, assets and vehicles with personal, portable and vehicle-integrated options.
- **Vehicle telemetry** - Full vehicle telemetry through interfacing with vehicle engine management systems to capture fuel consumption, driver behaviour and vehicle performance.
- **GPS navigation solutions** for in-vehicle and hand-held applications.
- **Route optimisation** - Analysis of journey times and routes, enabling more accurate journey planning, routing and scheduling.

BT Lone Worker - Enables our customers to meet their duty of care obligations for lone workers. Options range from passive monitoring of communications being received on a regular or expected basis through to discreet personal devices that enable signalling and alerts of location and panic button options, backed up by BT's Alarm Response Centres.

Mobile Data Capture -

- **Proof of delivery** - A range of applications that enable the capture of proof of delivery on a mobile device for couriers, drivers and other delivery employees.
- **Job completion** - Collection of work completion or consent confirmation by mobile employees at point of service.

Managed Devices - Managing, selecting, sourcing, provisioning, servicing and supporting our customers' entire device requirements.

- **Mobile devices** - Rugged and non-rugged hand-held computers, laptops, PDAs and smart phones from our extensive hardware portfolio from Motorola/Symbol, Intermec and Panasonic.
- **Mobile device expertise** - Vendor-independent advice on mobile computing platforms market-wide to meet your specific requirements.

Service and support - Comprehensive deployment options, 1st and 2nd level helpdesk, hardware maintenance, replacement and software support solutions. With service level options including 24/7 helpdesk support and 9am next day replacement of damaged or stolen devices. Delivered through our dedicated FFA Technical Service and Support Centres.

Benefits

By eliminating inefficient manual processes and empowering your mobile workforce with the information they need, when and where they need it, you can benefit from:

Efficiency:

- Dramatic improvements in field force efficiency with enhanced data capture that can be integrated into existing systems, improving contract management and information visibility.
- Elimination of process redundancies and duplications, increasing end-to-end efficiencies.

Utilisation:

- Improved resource scheduling and dispatch, enabling reductions in travel time while helping to ensure better utilisation of individual skill sets, and improving customer satisfaction with increased retention and reduced churn.
- The use of mobile computing and wireless connectivity to reduce field service and administrative costs and the potential reduction in total cost of ownership.
- Improved vehicle fleet and mobile asset routing, tracking and monitoring to optimise asset utilisation and reduce carbon footprint.

Information:

- Real time reporting on key operational performance indicators, supporting your service management processes.
- A significant reduction on reliance on paper, helping improve inventory management by cutting costs, speeding up processes and improving data accuracy.

People (customers and employees):

- The ability to close business or solve customer problems on the spot, delighting customers and helping you gain competitive advantage.
- Exceed duty of care obligations and provide employees with peace of mind with lone worker alerts and response to personal security issues.

Contact your BT Account Manager to learn how BT Field Force Automation can help your mobile employees to work more effectively.

Offices worldwide

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Northumbrian Water drives culture change, sustainability, productivity and enhanced customer service

Northumbrian Water has invested heavily to build a sustainable future for regional water and sewerage services, whilst maintaining low costs to its customers, but its rate of progress was beginning to fall behind some of its competitors.

The company understood that efficient work allocation and scheduling is a key driver towards lower costs. A step change was required and FFA was the key. In selecting BT as its implementation partner, Northumbrian Water recognised BT as one of the pioneers of FFA, having used the technology extensively itself since 1994.

A six-month pilot involved 80 vehicles and 100 people. BT helped plan and participated in a series of road shows to communicate the objectives to staff. Thereafter, vehicles were fitted with GPS tracking devices and engineers were provided with handheld mobile devices (PDAs) to receive and send information about jobs.

To support the rollout BT delivered end user training, established a helpdesk (for both the FFA technology and the business applications) to support users, and provided a repair and replacement service for mobile devices.

The FFA solution enables dispatchers to see each engineer's job status and vehicle location instantaneously on a single web page. During the pilot, productivity increased by some 10 per cent, from optimal job allocation and a reduction in ineffective time through shorter trips aided by satellite navigation.

Together with a dramatic reduction in unnecessary journeys this meant that driven mileage was reduced by around 20 per cent, reducing the company's carbon footprint and helping it to be a more sustainable business. Full scale roll out to 850 mobile operatives and 760 vehicles is now underway.

BT offered us a solution, not a product. It demonstrated how it had used the technology itself, and how it had helped other companies too. This was to be a high profile project - affecting the majority of our people - and we had the confidence BT had the vision and capability to ensure that the project would be a success.

David Garrett,
Field Technology Sub-Programme Manager, Northumbrian Water Limited

Helping the AA on the road to success

As the largest motoring organisation in the UK, the AA is highly reliant on mobile technology. Rapid, reliable service is vital, and would be impossible without dependable support. BT provides the AA with back office, help desk and in-vehicle support, helping to ensure that mobile patrols are fully prepared to provide roadside assistance. We set up, from scratch, two help desks including communications facilities, computer systems and access to BT applications. As well as a GPRS infrastructure, AA patrols also use GSM and SMS technology. BT's support for this diverse mobile technology enables maximum uptime and optimised functionality.

We compared BT's service and capabilities with our needs and the match was excellent. The ability to handle a high level of on-demand work, rather than just scheduled tasks, was critical. BT got right under the skin of what we needed, and we felt that BT really treated us as the fourth emergency service.

Trevor Didcock,
Information Systems Director, The AA