BT Field Force Automation

Transforming the performance of your mobile workforce
Mobile solutions for processes and people in the field

Business leaders across private and public sectors share the same challenge of controlling operational costs. Enterprises need to maintain the operational efficiencies put in place during the downturn while seeking new opportunities for growth. Public services must meet government efficiency targets without compromising standards of service. In the UK, 60 per cent of managers and directors of large field-based workforces are worried they will have to do more with less.

Mobilising business processes lets employees working in the field access corporate applications. The ability to check customer or patient records, place an order or raise an invoice from any device, without having to return to the office to complete paperwork, improves personal productivity, operational efficiency and customer service. BT’s own deployment of field force automation delivered a sustainable productivity improvement of 36 per cent and annual savings of £175 million.

Every organisation today has to be ready to deal with disruption to its business, planned and unplanned, from civil incident, or severe weather or major public events that cause traffic congestion and travel delays. Field force automation gives you the information to react to changes and communicate with field personnel in real time, improving your capacity to redeploy to ensure customers’ needs are met.

The Nexus of Forces is the convergence and mutual reinforcement of social, mobility, cloud and information patterns that drive new business scenarios. Field service applications have the potential to more fully use these factors to drive greater customer intimacy, higher service levels and completely new service business models.¹

¹ Magic Quadrant for Field Service Management, Gartner Group, October 2012

From service engineers to community nurses, from delivery agents to sales people, mobile solutions can help deliver a better service, at a lower cost to your organisation. Connectivity and rugged handheld devices provide a stable platform for the management and delivery of customer facing field-based services, giving employee’s greater mobility and remote access to corporate applications. Such field force automation will also track and monitor mobile assets such as vehicles, plant and specialist equipment, helping to optimise usage and protect against theft, misuse or vandalism.

There is now growing appreciation of the relationship between field service and corporate reputation. A study in the UK by telematics specialist Trimble found that businesses are shifting their view of the purpose of field-based workforces from “operational necessity to strategic value, with a growing awareness that field service operations are a key driver of customer satisfaction, brand reputation and competitive advantage.”²

² THE ROAD AHEAD REPORT: The Future of Field Service Delivery, Insight Report 2012 Trimble UK
The BT Field Force Automation portfolio includes professional services, application software, rugged hardware and mobility solutions delivered by specialists. We provide a managed end-to-end service and flexible commercial models that enable you to automate and mobilise business processes and applications without significant capital outlay.

We work with world-class partners so you can choose from a range of the best software and hand held hardware devices on the market.

Our solutions will work seamlessly with your existing systems to minimise any disruption to your day-to-day business.

The portfolio includes:

- BT Enterprise Applications
- BT Tracking & Telemetry
- BT Managed Devices & Support
- BT Driver Behaviour
- BT Mobile Health Worker

Through BT Advise, we provide consultancy, integration and project management services to underpin delivery of BT Field Force Automation.

**BT Advise**

BT Advise includes a dedicated team of practitioners whose experience in transforming large field service organisations is unrivalled.

Services include:

- Business needs analysis
- Business case development
- Business process consulting
- Change management
- Solution design
- Systems integration
- Support for legal and trade union negotiation
- Training and accreditation
- Project management and implementation services

User acceptance is key to realising the benefits of field force automation and we will work alongside you, your employees and their union representatives to ensure a smooth and successful implementation.

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**Local authority cuts costs with field force automation**

City of Edinburgh Council’s Building Services employs 200 trades people to maintain its 23,000 homes. The Council decided to replace the manual issue of paper-based daily work schedules in favour of a BT Field Force Automation solution that provides dynamic job allocation to mobile maintenance workers in real time.

The BT solution has also all but eliminated paperwork for the repairs team and the authority has been able to reduce the number of administrative staff by five.

“BT helped to translate our business requirements into an innovative mobile working solution that would integrate with our existing systems.”

Edel McManus  
Business Improvement Manager  
Services for Communities  
City of Edinburgh Council
BT Enterprise Applications

BT has a set of leading enterprise applications, proven in the most demanding field service environments, which will integrate with your organisation’s back office systems.

Core applications are:

**Scheduling and dispatch** dynamically allocates work to employees in real time via any mobile platform. Engineers, for example, can start the working day with a detailed job schedule that includes customers’ service agreements, past history, warranty information and any special requirements. Centralised dispatching can improve efficiency by 20-60 per cent. The system can be easily, quickly and dynamically adjusted to maintain the right balance between service quality and delivery cost.

**Resource management** optimises roster patterns in accordance with the European Working Time Directive. End users can input personal information such as holidays or sick leave.

**Mobilisation platform** hosts end-user applications, from simple paper-based forms and processes to complex service workflows. BT seamlessly integrates your existing back-office systems with the mobilisation platform to deliver core applications to mobile employees.

**BT Tracking and Telemetry**

Delivered as a web based application, BT Tracking and Telemetry uses GPS technology to monitor and manage mobile assets such as vehicles and equipment as well as the safety and security of field operatives.

This information is used, for example, to alert a customer that the engineer is on the way, or to locate specialist equipment or an individual with a particular skill set. Using tracking and telemetry solutions has been shown to reduce distance driven by 10-30 per cent and fuel consumption by 10-15 per cent with a corresponding decrease in carbon emissions. The solution is suitable for any fleet size or number of depots or employees.

Key features include:

- **Location and tracking** of people, assets and vehicles via personal, portable and vehicle-integrated devices.
- **Vehicle telemetry** captures information about fuel consumption, driver behaviour and vehicle performance.
- **Route optimisation** helps plan routes more efficiently.
- **Safety features** enable mobile employees to raise an alarm if they think they are in danger. Alerts can be also be triggered when vehicles or employees move out of their expected zone or enter areas that are known to be potentially hazardous.
- **Security devices** such as tracking and vehicle immobilisation deter and minimise vehicle theft and damage.

**FFA transforms major utility company**

Northumbrian Water’s deployment of BT Field Force Automation equipped its water and sewerage engineers with handheld mobile devices.

Improved communication, remote submission of job completion updates and filling in timesheets electronically has saved each engineer an average of 40 minutes every day in paperwork and increased productivity by 10 per cent.

In addition, more precise route planning has decreased driven mileage by around 20 per cent, cutting the fuel bill and helping Northumbrian Water reduce its carbon footprint.

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3 Trimble
http://www.trimble.com/fsm/increase_workers_productivity.aspx

4 Trimble  Ibid
Field service is increasingly viewed as an integral part of a unified customer strategy that’s improved over time as part of a careful project. This can also be thought of as service life cycle management (SLM) or service resource planning. It is as integral as sales, marketing and customer support to product-centric businesses.”

Magic Quadrant for Field Service Management, Gartner Group, October 2012

BT Managed Devices & Support

Field service employees require not only the right mobile devices and but also responsive support services when on the move, so any issues are quickly resolved. In addition, every organisation that mobilises its processes must keep up with any developments in mobile technology.

BT Managed Devices & Support meets both these needs. We will help select, source and support all the mobile devices you need and provide advice on the right mobile computing platform to meet your current requirements and a technology roadmap for the future.

Key services include:

**Device advice** from our highly trained team to ensure your field employees have the right tools for the job.

**Device procurement** from a comprehensive portfolio of devices, including non-standard and rugged hardware.

**Dedicated support service** so your mobile employees can directly contact our specialist engineers through a helpdesk on a national rate phone number.

**Remote device management and software diagnostics** enable us to resolve issues without employees having to return devices to us and minimise disruption to the working day.

**Asset and fault management** tracks all faults and customer contact so we can report in detail to you.

**Fully managed service option** enables remote securing of lost or stolen devices to protect corporate data at all times.

**Intelligent mobile device management** helps you track and measure the impact of automation on business processes.

**BT Driver Behaviour**

BT Driver Behaviour is an industry-leading solution developed jointly by BT and Talecom to monitor driver performance and identify problems such as harsh acceleration, braking and cornering.

By providing immediate audio and visual feedback to the driver, BT Driver Behaviour can help modify driving behaviour and encourage more fuel-efficient techniques such as gentle braking and accelerating and ensuring that tyres are at the correct pressure. Talecom has found that more energy-efficient driving can save up to 20 per cent on fuel costs. Regular monitoring and driver feedback can also reduce vehicle wear and tear and improve safety overall.

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Talecom 2012 http://talecom.net/products/optimum

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BT Mobile Health Worker

BT Mobile Health Worker has been designed to give community health practitioners on the move secure access to the information, processes and systems they need to make informed clinical decisions and deliver high quality care for patients.

Using BT Mobile Health Worker, clinical staff can review patient records remotely, complete paperwork without having to return to the office and communicate online with professional colleagues.

The solution includes a semi-rugged mobile convertible tablet PC, with high-speed mobile broadband and NHS smart card reader. It allows community nurses to work away from the office all day, securely accessing and amending patient records and updating the appointment diary. No longer do they need to spend unproductive time travelling to the office and completing paperwork.

As the NHS sets out to improve quality and find £15 to £20 billion of efficiency savings by 2015, BT Mobile Health Worker can help trusts achieve value for money and deliver the best possible quality of care for patients.

Some 27 NHS trusts (including primary care, community care, hospitals and ambulance services) have introduced BT Mobile Health Worker.

How your business benefits from field force automation

Eliminating paperwork reduces administrative costs, office waste and human error. The automated allocation and dispatch of work at BT reduced our job allocation centres from 100 to just eight.

Accurately tracking employees’ holidays, working hours and overtime can reduce payroll costs.

Automatic tracking and route planning minimises travel time, reducing your fuel bill and helping meet any corporate targets for reducing CO₂ emissions.

The optimisation of job allocation and the introduction of tours of duty has cut mileage and reduced diesel usage in the BT van fleet by around 15 per cent.

A swifter and more informed response to customers enhances service.

Allocating jobs to the most appropriate employee ensures that work is done by the best available individual, so improving quality.

The ability to record billing information the same day as work is completed has been shown to cut five working days from the invoicing cycle, considerably improving your cash position.

An automatic field force solution will provide you with objective and tangible data about key performance indicators, enabling you to fairly recognise and reward individuals or address under-performance.

By real time tracking and monitoring of employees, field force automation enhances your ability to carry out your duty of care, whether it is complying with the European Working Time directive or safeguarding lone workers in remote locations or risky environments.

Vehicles and equipment are constantly monitored, reducing the possibility of theft, malicious damage or misuse.

The ability for the individual in front of the customer to close business or solve customer problems on the spot will enhance customer satisfaction.

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N3 Mobile Health Worker brings high-quality healthcare into the patient’s home

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Our clinicians can now return home after their last visit and complete record updating from there. And in the mornings they can travel directly to their patients rather than coming into the office first.”

Nicola Tongue
Director of Clinical Services
John Taylor Hospice

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6 www.institute.nhs.uk/establishing_evidence/.../background.html
BT Field Force Automation
Transforming the performance of your mobile workforce

Keeping Scottish Water flowing
Scottish Water wanted an external partner to be responsible for the provision and 24 x 7 support of mobile devices and connectivity across its field force. It chose BT Managed Devices to supply, manage and support its mobile assets, opting for the Gold service offering. BT Field Force Automation also supported Scottish Water in a phased rollout, training employees in how to use the new devices and processes.

“BT clearly understands our industry and took great trouble to understand the nuances of the way we work at Scottish Water and, therefore, what we need the devices to be capable of and what levels of service we require. BT’s solution is built on leading edge, but not bleeding edge technology, so it will be robust in operation.”

Raymond Smith
IT Strategy Development Manager
Scottish Water

Realising the benefits – why choose BT
BT is uniquely qualified as a provider of field force automation solutions. We transformed our own business by introducing automation and mobility to our field force. Key initiatives included an advanced work scheduling system to automate dispatch of jobs to mobile workforce, resource management software to ensure the workforce was in the right location plus ruggedised laptops and PDAs to eliminate paperwork.

The results were remarkable. Improved productivity led to a reduction in the engineering workforce of nearly 30 per cent. Over 80 per cent of all work is now scheduled and allocated automatically, with a 60 per cent decrease in the number of job controllers. Fully automated allocation and dispatch of work reduced our job allocation centres from 100 to just eight. Customers benefited from shorter service lead times and a faster response to faults.

At less than seven per cent, repeat work is at an all time low. Field engineers feel more empowered to do their job, and report greater job satisfaction. Field force automation has delivered annual savings of around £175 million for BT and is also helping us reduce our carbon footprint.

This first hand experience gives us exceptional insight into the challenges and opportunities of field force automation and, importantly, how to realise the business benefits.

In addition to our direct experience of field force automation, there are other good reasons to choose BT:

- We work with the very best technology partners,
- We have implemented successful field force automation solutions for a range of companies and public sector organisations
- We are vendor-independent, and can provide objective guidance on the best mobile devices and platforms for your business
- Our dedicated Field Force Automation support team are experts in keeping field workers fully productive
- Our managed services and flexible commercial packages make it easy for you to take advantage of field force automation without major capital expenditure

“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