PATROL IT
In The Right Place   At The Right Time

Manage field workers

?

Define, monitor and track all field workers activities in real time from anywhere

Introduction

Most of companies that have field workers are facing difficulties with managing them, as well as supervising and tracking their activities during the day. They are dealing with many questions daily regarding their field workers, such as:

- Where are they during the day?
- Have they visited all the customers?
- Have they finished their planned tasks?
- Can I be connected to the field?
- Can I get real time status?

A field worker can be any employee who doing most of his job outside the office. In most cases, during the day a manager has no idea where his employee is at any given time, what he has done up till now, whether he finished the tasks at the customer's location, etc. The manager is totally disconnected from his employees during the day, unless he calls them directly and they talk to him. This situation prevents the manager from getting reports from the field in real-time and from being able to respond or to provide solutions to real problems which have occurred. Furthermore, he cannot assign new, unplanned tasks to his employees during the day.

Such employees can be:

- Security guards that are doing periodic patrols in facilities, factories, hotels, shopping malls and commercial centers, office buildings and so on
- Pickup & delivery drivers for delivery companies, courier services and specimen pickup
- Caregivers and medical nurses making regular house visits
- Workers at construction companies
- Fixed field service providers such as elevator technicians
- Cleaning and maintenance staff, and so on.

High Level Solution

This white paper describes the Patrol-IT system, which provides extended solutions to these problems of managing and tracking field workers.

The Patrol-IT system is the most innovative and advanced system on today's market for monitoring and managing field workers in real-time. The system offers the most advanced and optimal solutions in the field.

The system provides a perfect solution for a wide range of applications related to supervision and management of field workers, such as: overseeing guards, supervising and managing maintenance and cleaning staff, managing transportation, verifying employee presence in the field and the office, and so on. Essentially, the system can be used for any application whose purpose is the supervision and management of field workers.

The Patrol-IT system is based on a data-cloud server and a mobile phone application on the side of the field worker user (which can be downloaded from any application store). Thus no complicated installation process on the firm's computers is necessary, and there is no need to allocate expensive resources to establish and maintain this system.

The system is simple to operate by both users and server operators, while employing high quality ergonomics and a simple-to-use user interface, thus allows for implementation in any organization which needs the system in a very short period of time.

The system uses NFC (Near Field Communication) technology for report tracking by reading the tag located on the reported checkpoint.

Solution Details

1. System Components

- The Patrol-IT system is based on a data-cloud server, where all of the organization's system settings are stored, including sites, checkpoints, workers, routes, routes planning and timing, etc. Additionally, it is possible to produce planning and execution reports of routes while receiving real-time reports concerning work progress in the field via an active dashboard updated frequently.

- NFC (Near Field Communication) supporting smartphone, and a field worker application for the smartphone which can be downloaded directly from any application store. Through this, all of the worker's activities are reported and transmitted real-time to the central server.

- NFC tags to recognize employees, recognize checkpoints and to report events or to quickly send warnings.

2. Smartphone Application

The Patrol-IT field worker application can be downloaded for the smartphone directly from any application store.

The application was built with a comfortable, simple and intuitive user interface suitable for all types of field workers and does not require prior knowledge in smartphone use or any other specialization.
During routine daily activity, the field user is directed by the system to the spots where he is required to visit and perform his tasks at specified checkpoints.

The field worker's usual use of the Patrol-IT includes the following basic operations:

- User identification at the start of a work day using the employee tag (NFC tag) containing the employee's details, or alternatively by manually inputting his user name and password

- Upon identification, the employee receives his updated working plan from the central sever

- The system displays the checkpoints and order of completion

- The user arrives at a checkpoint, and reports his arrival by reading the location's tag

- The user can report unusual events at the checkpoint by reading special NFC tags or by choosing from a given list

- The user can activate the panic button and speed-dial the service center or the manager

3. Central Management System

The Patrol-IT system server is cloud-based, providing management, control and supervision of field workers anywhere in the world.

The server system includes the following elements:

- One-time setup of all the system components such as organization settings, sites, checkpoints, routes, users, timed working plans, etc.

- Send messages to mailing lists in real-time

  - Report tasks at a checkpoint

  - Warnings of delays at checkpoints or with tasks

  - Warnings of unusual reports from the field

- Import and export data to an external program

- Produces analytical and operational reports with various cross analyses

  - Employee activity report

  - Route execution vs. plan report

  - Working plan

  - Events reports, etc.

- Active graphic control panel (dashboard) updated directly from the field data which includes real data on the activity in the field

  - Daily work progress rate

  - Task progress along set routes

- o Number of routes begun

- o Number of routes completed

- o Field warnings, etc.

System Advantages

- Multi-purpose – the Patrol-IT system is suitable for a wide number of applications for the supervision and management of field work without needing additional devices and special fittings

- Low cost – by using smartphones and cloud technology

- Simplicity – there is no need for special installation or maintenance as Patrol-IT uses cloud technology

- Instant availability – daily organization, registration, just set up and you can begin working

- Survivability – supervision tags (NFC) with years of durability

- Event recording – ability to read and write on the tags for the sake of tracking and supervision

- Online supervision – supervising field workers in real-time from anywhere in the world

- Online warnings – sends notifications to a mailing list in real-time

Business Benefits

Based on the mentioned information, the Return on Investment (ROI) can easily meet the following:

- Significant improvement in field workers' performance, estimated at 25%

- Increased employee productivity

- Decrease the required manpower

- Significant savings in management and control of field personnel (managers, supervisors, etc.)

- Proactive behavior to guarantee great service to your clients

Conclusions

This white paper presents the problems that many companies and their managers are facing every day: managing and tracking the whereabouts and activities of their employees while they are in the
solution describes the Patrol-IT product, which provides answers and solutions to all these problems.

Patrol-IT is an innovative solution for the management and monitoring of a mobile workforce in real-time. The system provides an ideal solution for various verticals, including security guard control, cleaning and maintenance of facilities, child and medical transportation, pickup and delivery, etc. The system is a cloud-based user configuration, and monitoring is performed on the web using a browser. Reporting from the field is done using an NFC compatible smartphone.

About the company

Patrol-IT Inc. is an international producer and supplier of software products designed for field worker management and supervision. The company's products include mobile components which are able to run on a wide range of smartphone and tablet operating systems as well as cloud-based server components. The company's solutions include configuration, development, customization and integration with existing organizational systems owned by the client.

The products developed by the company provide organizations with complete field worker management and supervision solutions.

The flagship product of the company is the Patrol-IT system which provides the perfect solution for a wide range of applications, including supervision for guards, cleaning and maintenance personnel, transportation, employee time attendance, and so on.

Going forward, the company is taking care to remain at the technological cutting edge, presenting innovation through the use of the most advanced tools and platforms available in the software world.

The company employs experienced management and development teams with years of experience in the field. Patrol-IT serves long-time customers who express constant appreciation for the system and use it in a wide range of applications.

For more information, visit www.patrol-it.com