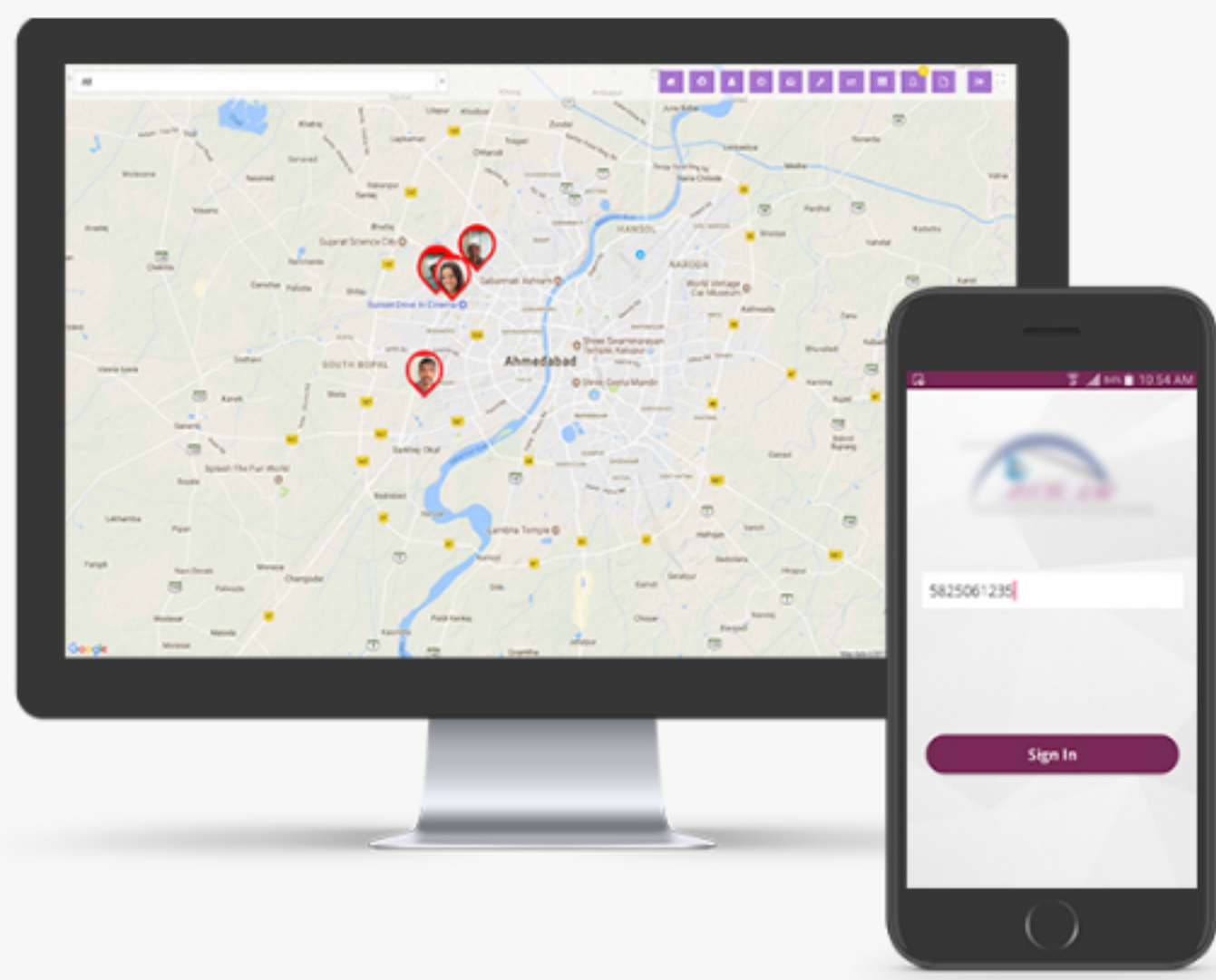


How a Leading Air Conditioning Service Provider Improved Field Operations with Advanced Staff Tracking Application?



About The Project

A reputed name in Gujarat's Airconditioning domain having years of expertise in supplying central air conditioning systems, residential air conditioning units, providing AC installation and maintenance services was looking for digitizing their service operations.

The company had a huge workforce comprising of trained technicians to provide on-site consultation, maintenance services, installation support and other AMC services. Having large number of service professionals and a manual system to handle customer requests, it was becoming difficult for the company to track staff performance. The management was finding it hard to track & communicate with on-ground staff members who were responsible for on-site operations. On top of it, assigning service request to a staff member took a lot of time due to manual systems, hampering customer satisfaction.

The major challenges faced by the company were:

- ✓ Low productivity of staff members as they were spending much time in travel instead of actual work.
- ✓ No system to track their location and whereabouts
- ✓ Lack of a central system to connect with staff members, assign projects and oversee on-ground operations
- ✓ No record of completed services, customer history and past staff performance



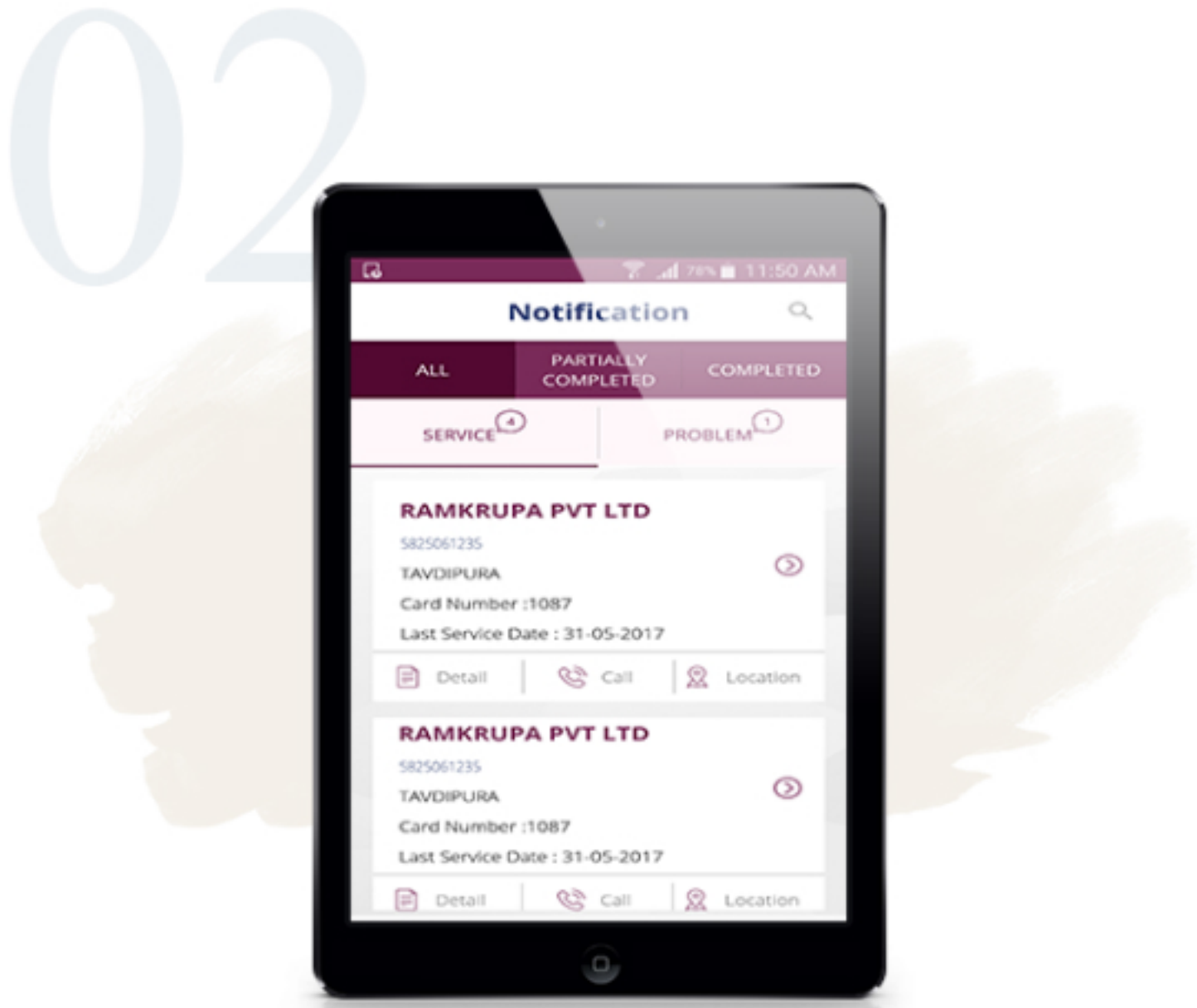
Solution Offered

Team Sufalam analyzed the company's existing operations and suggested building a central field staff tracking solution that would help the management track employee's location in real time and connect with him, from anywhere, anytime. Several pain points were discussed, at length, to come up with a comprehensive development roadmap for the solution – an employee tracking system that would work on the Android platform.

We developed an Android app for mobile and tablets that would give management the power to see staff's location in real time and monitor time spent at each location. The solution, with a central dashboard in the form of a web app, was enriched with a number of features as per the specific requirements of the client.



Admin panel of staff tracking



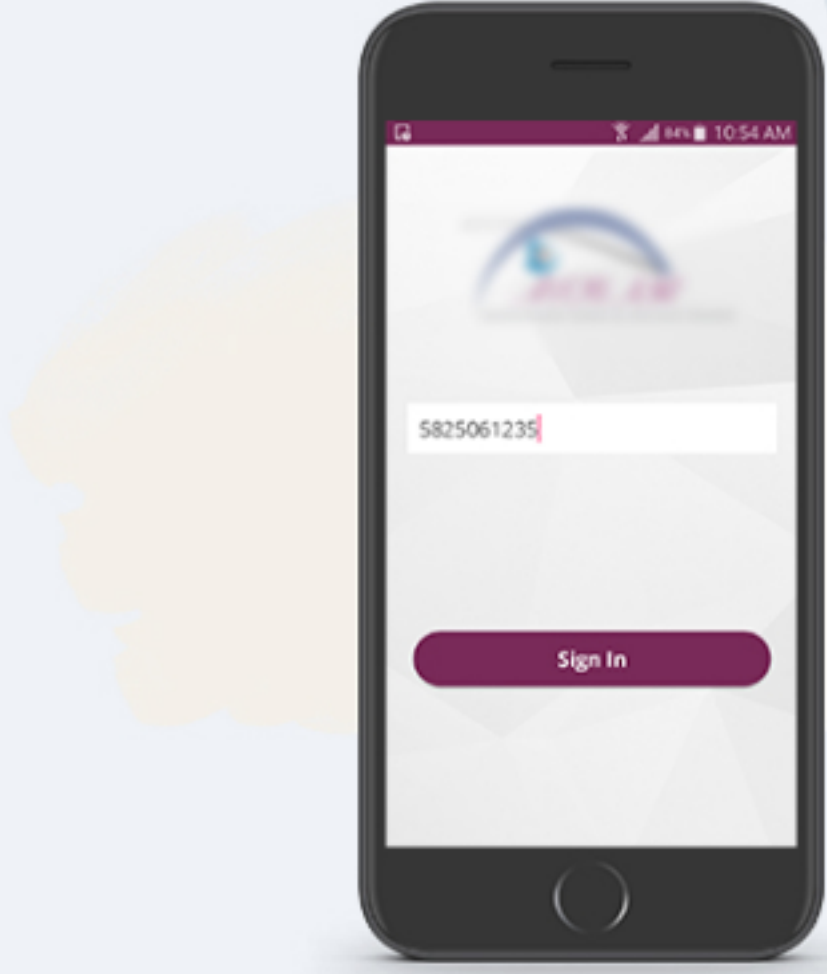
Notification screen of avon air

Objective

- ✓ To optimize field staff performance by tracking their location in real-time
- ✓ To streamline communication, project assignment and on-ground operations

Key Features of the Field Staff Tracking App

- ✓ View employee's GPS location in real-time & daily site visits
- ✓ Track customer visits & time spent on each location
- ✓ Smart reminders to alert employees to clock-in/out based on work schedule
- ✓ Real-time notifications via email, SMS or call to management when employee exit early from the site, or in case of delays
- ✓ Service time tracking in detail
- ✓ Assign staff members to service in real time
- ✓ Add/manage employee info
- ✓ Web app with admin panel to manage operations
- ✓ Service scheduling/rescheduling
- ✓ View, download & store employee reports
- ✓ Service history record
- ✓ Real-time staff management
- ✓ Internal messaging facility for staff members
- ✓ View pending service status
- ✓ Online to-do list
- ✓ View Customer details



Mobile login screen



Overview of all screen

Solution Benefits

With the help of solution offered by Sufalam, the company was able to manage workload, efficiently. The solution ultimately resulted in increasing the service ratios of all staff members by 40%. All in all, the solution helped management to ensure that the staff is present at the site, when promised, avoiding the problem of sham attendance by staff members and delight customers in a better way. The solution helped in:

- ✓ Assurance about employee status and productivity levels
- ✓ Capturing actual work time spent by each employee
- ✓ Assigning projects at multiple locations from a single dashboard
- ✓ Scheduling/rescheduling/cancellations and updates via mobile app
- ✓ Gathering reviews and ratings from client

Platforms Supported

- ✓ Android: Smartphone & Tablet

Tools Technologies Used

