Building Mobile Workforce Management Solutions

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Mobile Workforce Management
Agenda

- What is a Mobile Workforce Management solution?
- Typical Features
- Common Discussion Points
- Project Overview
- Project Timeline
- Sample flow
- Portal
- WFM Architecture
- Raincatcher
- Open Discussion
WFM - Workforce Management

What is a workforce management solution?

Provides the ability to schedule jobs to specific users on any device and to track and report on the progress of those jobs.

Current solutions often require the field agent to carry multiple devices e.g.

- Barcode Scanner
- Rugged Laptop
- Smartphone with camera
WFM - Workforce Management

Typical Features

- Job Scheduling
- Asset Management
- Online/Offline and Data Sync
- Workflow Engine
- Job Status/Event Updates
- Dynamic Forms
- Emergency Dispatch
- SLA Escalation
- GPS Worker and Job Tracking, Site Navigation
- Team Mgmt. and Time Tracking
- Photo capture and annotation
- Barcode Scanning
WFM - Workforce Management
Common Discussion Points

- Domain knowledge
- Data loss
- System capacity / performance testing
- Offline use / connectivity issues
- Compliance updates
- User adoption
- Multiple points of integration
- Fast vs Slow IT
- BYOD
- Security / encryption
- Center of excellence
WFM - Workforce Management

Project Overview

- Key players
  - Technical Architect - Backend Integration
  - Business Analyst
  - Business Sponsor
  - Scrum Master
- Agile methodology
- Hybrid client development
- 6 Month project timeline
WFM - Workforce Management

Project Timeline

- Project duration 6 months
- Initial deliverable 2 months
  - Early adopters
  - Minimal Viable Product
  - Limited set of workflows
  - Partial device support
- Full project delivery
  - Full functionality
  - Complete set of workflows
  - Ramp up to 100% user adoption
WFM - Sample flow
WFM - Sample flow
WFM - Portal
WFM - Typical architecture

- GCM
- Redis Cache
- Mongo DB
- Portal
- Sync List
- Binary upload/download
- Sync Update
- Resilient Queue Per Job
- ESB
- SSO
- Customer care
- CRM
- MBaaS Service
- SOAP
- MBaaS Service
- MBaaS Service
Raincatcher
Raincatcher

- Overview of components
- Form creation
- Portal
- Client builds
- Sample work order
Raincatcher overview of components
Raincatcher components
Open discussion
THANK YOU

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