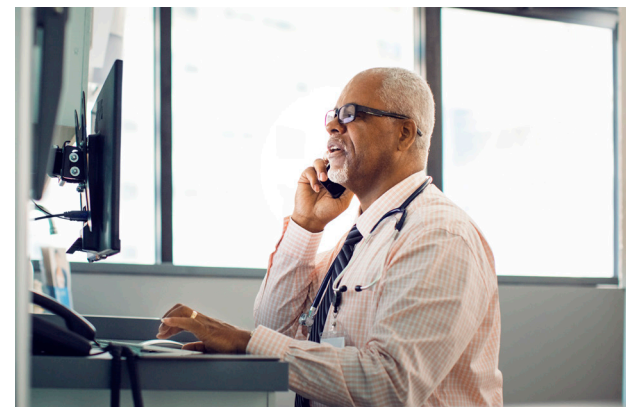


How businesses and government organizations can optimize mobile workforces

Verizon Field Force Manager


Many different types of businesses and government organizations rely on field services as an integral part of their operations. But to optimize field services, you need data. Data can promote change. It can inspire real improvements.


Healthcare, transportation and distribution, construction, and government organizations need near real-time insight into what's happening in the field. Leaders and managers of these organizations know that improving the customer or citizen experience, mobile employee productivity and revenue growth depend on informed decisions from key data insights.



What can Field Force Manager do?

Verizon Field Force Manager, a complete mobile workforce management solution, features two seamlessly integrated components:

 Cloud-based management software with an enhanced user interface to connect managers instantly to mobile employees

 A mobile app that's easy to use on your field employees' devices

Data sent to and from mobile devices can help streamline processes, improve visibility, provide validation, ensure compliance and enhance safety. Field service staff can simplify their work with automated mobile forms and managers get clear visibility into field activities.

We offer application programming interfaces (APIs) to help you seamlessly integrate your back-office applications and business processes. With this comprehensive view of field operations, you can make better-informed decisions to improve how work gets done in the field.

See the valuable benefits of Field Force Manager in industry and government.

Take a look at how three industries and government organizations use Field Force Manager as their mobile workforce management solution to boost field team productivity, reduce operational costs and improve customer service.

Focus more on patient care, less on administrative tasks.

Mobile healthcare workers are in demand now more than ever. With shorter hospital stays, an aging population, in-home recovery after outpatient care, and home palliative or hospice care, many healthcare professionals are constantly on the go.

As an agile mobile workforce solution, Field Force Manager can be easily tailored to the healthcare industry to help providers in the field deliver the best care by streamlining how key administrative work gets done.



Benefits of Field Force Manager for healthcare

Field Force Manager puts you in control, with access to critical information in near real time. The solution can help mobile healthcare providers:



Boost efficiency.

With GPS location services, find and route your staff quickly and easily. Send the scheduling and job information they need to stay productive—and to ensure their safety at client locations. Mobile timesheets, seamlessly integrated into your existing payroll system, let staff record hours and breaks wherever they are. Manual-entry mistakes are eliminated and visit-information forms can be processed fast and efficiently on any mobile phone or tablet.



Provide proof of service.

Field Force Manager verifies the type of service or care performed, the individual receiving and the individual providing the service, the date, the location of delivery, and the time the service begins and ends. This information can be captured on mobile forms. Use mobile forms, photos, signature capture, GPS location services and time-stamp validation for faster billing and reimbursement.



Increase employee safety.

Document worker safety compliance with mobile incident report forms that can be required at the end of each day when timesheets are logged. Configurable real-time email alerts and GPS location tracking keep managers informed of key events in the field. With Field Force Manager, dispatchers already know each traveling healthcare provider's location, so they don't need to call and find out where they are. You receive alerts confirming visits or letting you know if too much time has been spent with a specific patient. And if an employee gets lost or has a mechanical problem, dispatchers can quickly see where they are and provide updated directions or send help.



Reduce payroll, overtime and vehicle costs.

Track employee time to the minute and eliminate manual-entry errors with GPS location services and mobile timesheets. GPS location services also record odometer readings for accurate mileage reporting, and help save gas with efficient routing for mobile care providers, transportation services and delivery drivers.

Get on the road to greater insight and efficiency.

To succeed in a highly competitive industry, transportation and distribution businesses depend on getting products where they need to be, when they're expected to be there. For this to happen, you need an efficient way to keep track of your drivers and their deliveries.

Field Force Manager, a comprehensive location and workflow management solution, can help you do just that—while also helping you control costs and keep customers happy.



Benefits of Field Force Manager for transportation and distribution

With Field Force Manager, you can leverage the power of mobility on smartphones and tablets to go beyond the traditionally installed in-vehicle devices. Get access to all of the near real-time data insights you need. The solution can help your business:



Improve productivity.

You get details on routes, time and mileage between stops, and time spent at each location, making it easy to see if a driver is taking longer than expected on a specific job. Employees can clock in and out on their devices with GPS location stamps for verification. They can also fill out and submit forms and signatures. You can analyze this data to help control costs and get more stops done per day.



Accurately track and manage payroll.

Mobile timesheets let your drivers and merchandisers record time on their devices. Timesheet information can then be integrated into existing payroll systems, eliminating redundant manual payroll entry and improving accuracy.



Control mileage and fuel expenses.

Location management helps your dispatchers route drivers more efficiently and shorten routes to control fuel costs and time. You can also accurately track mileage for company- and employee-owned vehicles with odometer readings verified by GPS. And automated reporting captures data and delivers it when and how you want it.



Provide proof of service.

Field Force Manager is the ultimate proof-of-service tool, automatically compiling rich detail about every delivery or job completed in the field into one easily accessible and easily emailed job summary page. Go beyond just summarizing arrivals and departures to include digital photos of the delivery, merchandise setup, forms filled out, signatures collected and barcodes scanned. You'll get the big picture on jobs for expedited billing and quality control.



Improve job routing and dispatch.

Location management and Google Maps™ help you provide customers with more accurate delivery time estimates. They also let you quickly identify and dispatch trucks that are closest to customers with urgent requests. And you can assign new jobs to drivers and provide turn-by-turn directions to better coordinate delivery and merchandising activities.



Increase employee safety.

With Field Force Manager, dispatchers already know each driver's location, so they don't need to call and find out where they are. You receive alerts confirming deliveries or letting you know if too much time has been spent at a specific location. And if a driver gets lost or has a mechanical problem, dispatchers can quickly see where the driver is and provide updated directions or send help.

Build more productivity and cost controls into your projects.

How can you improve your ability to deliver construction projects on time and on budget? If you're collecting data from your employees on job sites and on the go, you can get the answers you need to boost efficiency, reduce operational costs and improve customer service. Mobile data from the field can also streamline communication and help you safeguard workers.

Field Force Manager, an employee efficiency tool, a management decision tool and a back-office automation tool—all rolled into one—can help construction businesses achieve better outcomes.

Benefits of Field Force Manager for construction

With Field Force Manager, you get more control over your business. Keep your mobile workforce humming across multiple job sites with access to near real-time data. The solution can help your business:



Provide proof of service.

Enhance customer satisfaction when you document your project progress, enable photographic evidence of job completion and offer electronic acceptance signatures—all accessible from the online management console. User-friendly mobile forms capture critical job-related data on smartphones and tablets, including signatures, photos and vital site data.



Reduce payroll and overtime costs.

Let field employees record hours and breaks. Track employee time and help eliminate manual-entry errors with mobile timesheets verified by GPS location services. Get alerts to keep track of overtime and seamlessly integrate mobile timesheets into your existing payroll system.



Enhance budgeting and billing.

Track and analyze everything from specific employees' hours and movements to overall job times to enable in-depth cost analyses, help improve bid accuracy and ensure profitability.



Right-size mileage and fuel expenses.

GPS location services ensure company vehicles are used for company work, record odometer readings for accurate mileage reporting of employee-owned vehicles and help save gas with efficient routing. Advanced GPS tracking lets you establish geofences for individuals or groups and the vehicles and equipment in their possession.



Improve safety documentation.

Document worker safety compliance with mobile incident report forms, completed automatically each day when timesheets are logged. Configurable real-time email alerts keep managers informed of key events in the field.



Increase accountability.

See the location of every mobile employee on Google Maps: where they've been, how long they were there and how they got there. Help employees make better decisions, work more efficiently and report activities more precisely by capturing and analyzing productivity data.

Get more done in the field when serving citizens.

Clear direction based on data-informed decisions and management processes that communicate and translate policy into action are important driving forces in government organizations. Data from employees in the field can help federal, state and local transportation, social services, building inspection, infrastructure management and public works departments improve service levels, use resources efficiently and optimize cost controls.

Field Force Manager, a comprehensive location and workflow management solution, can help government organizations collect and apply data insights to improve citizen services and boost mobile workforce productivity.

Benefits of Field Force Manager for government

With FFM, you can make the most of your budget, personnel and time and streamline how you maintain assets, preserve investments and deliver services. The solution can help your government organization:



Boost productivity.

With GPS location services, you get details on routes and time for your personnel on the go. Managers can help conserve fuel and vehicle resources by dispatching the closest employee to provide services. Scheduling and job information can easily be sent to employees to help them stay productive—and to ensure their safety. Mobile timesheets, seamlessly integrated into your existing payroll system, let staff record hours and breaks wherever they are. Mobile forms can be submitted efficiently from any mobile phone or tablet.



Accurately track and manage payroll.

Mobile government workers can remotely clock in and out and record timesheets on their mobile devices. The data can be integrated into existing payroll systems, eliminating redundant manual entry and improving accuracy.



Control mileage and fuel expenses.

Dispatchers can route more efficiently, and can accurately track the vehicle mileage of traveling personnel with GPS-verified odometer readings. GPS location services also ensure vehicles are used for work. Advanced GPS tracking lets you establish geofences for individuals or groups and the vehicles and equipment in their possession.





Provide proof of service.

Improve citizen satisfaction when you document your service delivery, enable photographic evidence of work completion and offer electronic acceptance signatures—all accessible from the online administrative software.



Improve safety and documentation.

Document worker safety compliance with mobile incident report forms that can be required at the end of each day when timesheets are logged. Configurable real-time email alerts keep managers informed of key events in the field. If a mobile worker such as a delivery driver, social worker on a subway or inspector at a remote site gets lost or has a mechanical problem, managers know where they are. Dispatchers and managers can quickly provide updated directions or send help.



Learn more.

Find out how Field Force Manager can help you reduce operational costs, increase employee productivity and improve customer service. Contact your Verizon Wireless business specialist today, or visit us at [verizonenterprise.com/contact-us](https://www.verizonenterprise.com/contact-us).