

White Paper

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Workplaces around the world are rapidly transforming as modern technology and management styles evolve. Disruption is everywhere and it's affecting your business, even if you don't know it.

Today, the concept of the modern office is a fluid one. With the advent of smartphones, computer tablets, and flexible management styles, managers are always 'on' and, increasingly, employees are never 'off'.

The modern office is now more mobile than ever, sometimes working in several locations a day. Being mobile is especially important for industries like trade services and maintenance, construction, data networking, and solar installation.

However, the convenience of the mobile office also presents a number of challenges for businesses with workers in the field. These include keeping track of staff, delivering quick customer service, and optimising efficiencies. Businesses are increasingly turning to cloud-based software as a solution.

Challenge: keeping track of staff

Field service managers should always be aware of their employees' location, what jobs they are performing, the duration of their jobs, and their current availability. However, locating field workers can be difficult in a mobile workplace. Cloud-based management software allows managers to keep a quality record of aspects such as these. All that is required is looking up a client's details, adding the new job, confirming the date, time, and location, and allocating a field worker. Managers can also track workers via satellite when workers update their job status.

Challenge: slower customer service

One of the biggest challenges of the mobile office is maintaining quick and efficient customer service. Following the completion of a job, workers often have to report to the head office to write up invoices and send them to clients for payment. Cloud-based software allows workers to generate invoices and receipts on the spot on their mobile device, and clients can pay for their services immediately. Businesses can provide a speedy and convenient service, delivering an exceptional level of customer service.

Challenge: poor service delivery optimisation

Managing existing and incoming jobs and ensuring there are workers in the field who are available and qualified is a constant challenge. With cloud-based software, field managers can know exactly where their field personnel are located and prioritise jobs accordingly. Field workers will never waste time in the office filling out invoices, or, on the other hand, will never waste time on the road getting tools or parts they didn't have for the job. Field managers can also make decisions on whether to bring in contractors to supplement the workload.