



RESOURCETRACK

Advanced workflow solutions for field staff in Social Housing & Public Sector organisations



Advanced workflow solutions using digital pen & paper

Many organisations mistakenly believe that field staff can only complete tasks away from their office using a PDA, laptop computer or other high technology equipment : not so say our customers !

Using our digital pen & paper based workflow solutions field staff are more likely to complete their tasks fully, accurately and with minimal support resulting information being received electronically into their organisation within minutes for validation, processing and auto completion of secondary tasks - all from pen and paper based forms.



Easy, efficient and effective

The workflow process of our systems is highly efficient meaning that information from staff in the field can be received and automatically processed within minutes of completion of a digital form. The digital pen used by field staff simply connects to their mobile phone via Bluetooth so that information from the completed form is returned to the web based system as both a tamper proof image of the original form together with field staff handwriting converted to text. The 4 step process includes :

- 1. Field worker completes paper based digital form using digital pen and mobile phone.*
- 2. Completed forms received into browser based workflow management system for validation/ editing.*
- 3. Forms are processed & data exchanged with existing IT systems to auto complete secondary tasks.*
- 4. Management reporting and analysis carried out using workflow management system.*

Taking the headache out of....

- Supporting People services
- health & safety assessments
- decent homes surveys
- Quality Assurance surveys
- responsive repair job completions
- building condition surveys
- resident satisfaction surveys
- housing needs/ OT assessments
- ASB & graffiti reporting
- gas appliance servicing & landlord certificates



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The perfect solution for field staff

Based around standard, affordable and easy to use technologies the our solutions are quick to deploy, easy to maintain and a vital component in driving the efficiencies necessary in today's competitive service and support market place.

Office staff simply use Internet Explorer to administer the system whilst for field staff there is a range of mobile device options - from standard mobile to smart phone, BlackBerry and digital pen & paper. Staff can access appointment & visit information, search and query information and report their visit statuses directly from the mobile application.

These features enable full remote staff management and reporting along with accurate and fast completion of visit information.



From field to office and beyond - in minutes



The full workflow solution comprises :

- browser based appointment & visit scheduling facility
- field worker management and real-time location monitoring
- mobile device solution for field workers to access visit information & data held in the back office system
- digital pen & paper for visit form completion & electronic return to back office
- statistical analysis and real-time reporting based on completed field data
- auto completion of secondary tasks and document generation based on digital form completion

For more information or to arrange a live demonstration please contact :

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ResourceTrack (UK) Limited is a leading national supplier of field force management solutions to commercial and public sector organisations.

Our solutions generate real financial benefits for our customers through cost savings and efficiency improvements leading to a Return on Investment within 12 months. We specialise in :

- intelligent job scheduling
- mobile working solutions
- digital pen & paper data capture & processing
- fleet management solutions
- real-time reporting and systems integration