



# Field Mobility Solutions

Powered by TaskMaster and Open Door Technology

## Challenges Facing Mobile Workers

- Time wasted traveling to and from the head office
- Lack of real-time information on type of job and tools required.
- Need to phone office for job updates and details.
- Complex forms need to be filled out and returned to office.
- Paperwork is easily misplaced.
- Delayed invoicing due to processing paperwork.

## TaskMaster Allows Companies To:

- Manage a large workforce easily
- Assign tasks remotely
- Adjust individual workflows
- Ensure worker safety
- Track field workers and job completion in real-time
- Increase worker efficiency
- Complete more jobs in less time
- Adhere to compliance issues
- Make assets/packages traceable
- Create an audit trail
- Reduce operating expenses
- Limit environmental impact
- Shorten billing cycles

## A Mobility Solution for All Industries

Radically improve the overall efficiency and profitability of your mobile workforce by bridging the gap between the office and the fieldworkers by automatically exchanging real time information between the office and mobile devices in the field.

Today's business climate means it has never been more important for organizations to provide exceptional customer service, increase their competitive advantage, and reduce costs.

TaskMaster provides a seamless mobile gateway to virtually any enterprise or legacy system including ERP service or asset management systems among many more. Businesses are enabled to exchange real time information with their mobile workforce and give their field workers unprecedented on-the-go access to information.

Information in the field is captured on customized workflows pushed out from the office, which ensures proper procedures are followed. Captured data on the field workers device can be immediately sent back into the enterprise system and if no network signal is present the data is stored on the device until connectivity is made. Having workflow and data capture on the device itself ensures usability regardless of location and network availability. If the signal drops in a remote location, workers can continue in their task. Not having to rely on a web browser-based application means the work never stops with TaskMaster.

In contrast to mobility solutions that are hard coded and inflexible, workflows and data capture routines are customizable which means it can be used for any industry. Due to the flexibility and fully customizable nature of the application, any company with field workers can utilize this technology to drive their business forward. By using TaskMaster to recreate business processes and workflows already in use, organizations can implement paperless processes with a high rate of adoptability.



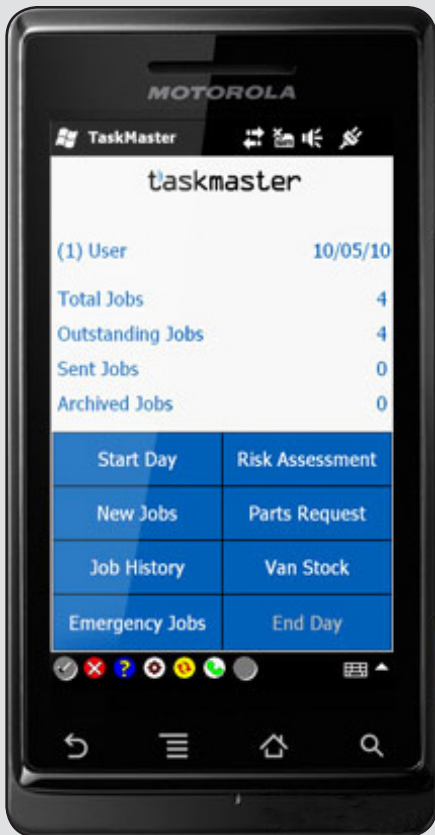
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## TaskMaster Makes Jobs Easier

TaskMaster makes the field worker's jobs easier, allowing them to focus on the task instead of paper processes. Office staff can customize workflows, assign tasks, and track job progress and status in real-time. Once jobs are received on their device, workers follow pre-determined workflows, ensuring office-issued procedures and compliance routines are followed. Route information is updated with GPS in real-time, allowing for route optimization and estimated arrival times.

The return on investment is clear with TaskMaster, which forces a consistent adherence to business processes and eradicates the costs and inefficiencies associated with paperwork. Profitability is increased by reducing paper costs, cutting fuels costs, eliminating duplicate data entry, producing more work with fewer staff and operational resources, and shortening billing cycles by making invoicing data available immediately following job completion.

## Implementation Process of TaskMaster Solutions

Once the decision is made to invest in a mobility solution, organizations will follow the following process to ensure their investment is maximized.

**Workflow Replication:** Organizations will examine current paper-bound processes in the field and replicate those processes with workflows pushed out to mobile devices. Information is captured and immediately accessible by office staff.

**Process Re-invention:** Innovation will begin on current workflow processes by re-defining the information to be captured. Organizations can explore additional processes they can use on the devices and implement new ideas.

**Business Innovation:** Organizations will now innovate how they complete their business processes to differentiate themselves from the competition by increasing customer satisfaction, shortening billing cycles, sending correct invoices the first time, and assigning tasks quickly and efficiently.

## Return on Investment

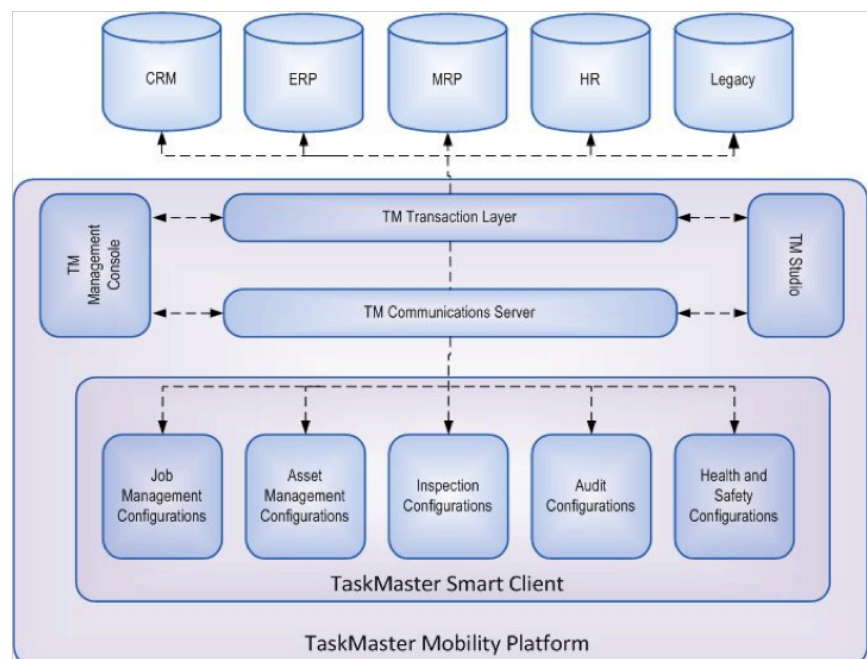
**Severn Trent Metering Systems** manufacture and install water meters world-wide. They saw many benefits from implementing TaskMaster:

- \$80,000 of annual cost savings.
- \$50,000 in fuel saved annually.
- 6,000 less miles driven weekly.
- 150,000 sheets of paper saved.
- 100 metric carbon tonnes saved.

**Drive Assist** drops off rental cars for customers following accidents. TaskMaster helped them increase efficiency in a variety of ways.

- 1.5 million sheets of paper saved.
- 3.4 million less miles per year.
- Carbon emissions were reduced by 1200 metric tonnes yearly.
- Business was doubled with only a 16% increase in staff.
- Driver's productivity increased by 87%.
- Drivers receive jobs on their devices, saving traveling time.

## TaskMaster Enterprise Mobility Platform Overview



## TaskMaster Module Summary

TaskMaster is a innovative enterprise mobility suite of software that is an all-encompassing solution for organizations operating with workers in the field. Every stage of the workday is covered, including remotely managing staff, assigning tasks, and tracking workers and devices.

**Management Console:** Manage and monitor fieldworker status with the TaskMaster Management Console. The console gives office workers a web view of all TaskMaster Server and field worker activity. Enter in new assignments, assign jobs to fieldworkers and monitor completion progress, all in real-time. Assigning tasks remotely and automatically allows workers to prepare for upcoming jobs in advance and without having to report directly to the office in person.

**Personnel Safety Locator:** Accurately track field workers in remote locations via their GPS-enabled hand held devices. A real-time data view of fieldworkers' locations is implemented to protect them in remote job sites and enable office workers to keep up-to-date with workload progress.

**Smart Client:** The Smart Client application ensures every workflow pushed out from the head office to a fieldworker is optimized to work on their hand-held device. Each form configuration is rendered to match screen size and layout of the device. The Smart Client will download the modifications as needed, ensuring each worker sees the workflow and tasks clearly. This automatic transition eliminates the need to return each device to the office for upgrades or modifications.

**Alert System:** The alert system allows data notification via text message or email to be sent directly to customers or fieldworkers. An example of how this may be deployed would be to generate and send estimated times of arrival, allowing each customer complete visibility into scheduling. Alerts can also be automatically set up to send when a job status changes, allowing all stakeholders to be kept informed.

**Device Management and Security:** Remotely manage fieldworker's mobile devices over-the-air. The application allows devices to remain in the field but still accept application updates, device allocation and provisioning, publish security policies and perform inventory checks. Device security controls include limiting who can log on to each device, controlling user access to other device applications, encrypting sensitive files, tracking lost devices and performing automatic data wipes if the device is lost or stolen.

**Studio:** Organize a variety of workers within an organization by updating workflows and user profiles and deploying them through TaskMaster Studio. Workflows can be tailored specifically for a fieldworker's type of work and processes. Over-the-air delivery ensures that the solution is always aligned with immediate business concerns.

## About Open Door Technology

Open Door Technology has been partnering with organizations since 1992 to develop and implement integrated business management systems. Our approach to each and every project is to focus on the integration of people, processes, and mobile technology to ensure continued business success for our customers. Contact us today to find out how you can transform your business with the expertise of Open Door and the technology of the TaskMaster Enterprise Mobility suite.



## Industries Using TaskMaster

TaskMaster is a versatile enterprise mobility suite, offering mobile workforce solutions across many sectors not only in Canada but also around the world.

Industries currently benefiting from TaskMaster include but are not limited to:

- Field service
- Rentals
- Oilfield
- Fleet and automotive
- Local government
- Utilities
- Facilities management
- Construction
- Manufacturing



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