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Operational Service Management

start now

Project powered by helponbiz and workeffective

a partnership between

helponbiz
soluções informáticas

workeffective
software development

2013 July

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Operational Service Management

Operacional Service Management

Project powered by helponbiz and workeffective

What is Operational Service Management ?

- Monitoring Geo Localization of your team (people or fleet). In next versions with possibility of getting obd information.
- Sending Services to your team regarding their availability and localization
- Followup your services online. You can know what is the status of each service online
- With the use of an local database your team can access and continue their work even without GSM access. When getting GSM access, the database is sincronized with server.
- With these solution, under open source Operating Systems, you can make available to your team the knowledge information they need to make their work better and in a more efficient way.

What is Operational Service Management ?

- Monitoring Service Level Agreements for the services you send to your mobile team.
- Final service report adjusted at business needs. in next releases with possibility of getting client digital signatures.
- Messaging system available for communication between your mobile team and your central system.
- Automatic refresh of reference tables, without need of install new relases
- Increase profitability of your organization by optimizing the allocation of services

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Operational Service Management

How does it work

How does it work

The system have two different sub-systems:

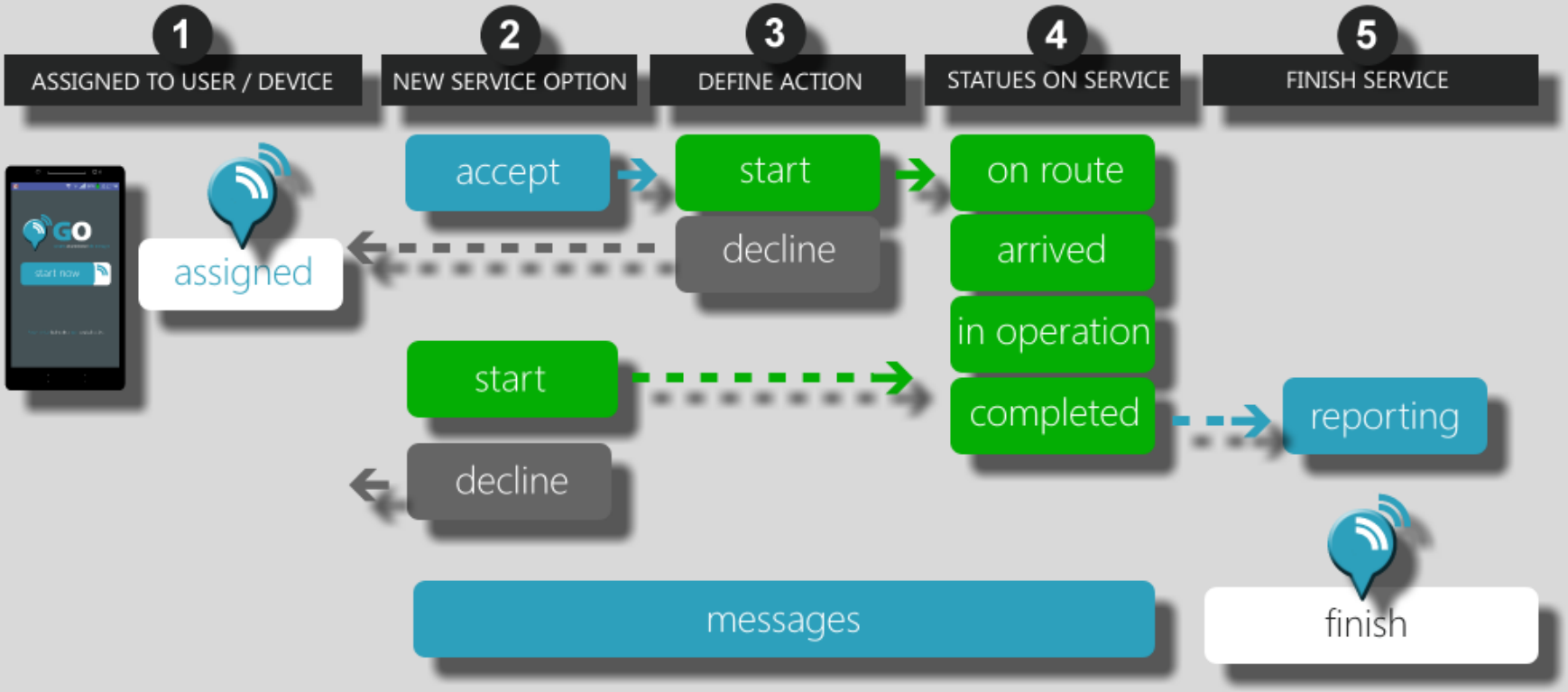
- An app instaled in your mobile device (smartphone or tablet)

  The solution enables the continuation of work on the part of the mobile user, even if it is in a place without GSM network. After the connection to the GSM system synchronizes data between the two systems.

- The central management system (called operator console) that controls the actions to perform at the mobile device.

  This solution is constructed to enable management through the management console, but also enables integration with systems management organizations (ERP, CRM, etc. ..)

Workforce administrator delivers work services to users on field, acording with their GPS position and the service location's that must be done.



How does it work ?

the app works based on actions that generate states, the mobile device communicates, at each state change, with central system the changes on service. With this procedure, at central system, you can follow up what is happening with services and monitoring the service level.

The app works in a simple way:

a) The central system has a given service to be performed by one of your employee (can be a delivery, repair, maintenance, assistance, or other) and sends this service for one of the available devices, enabling the GPS location of your employee and monitoring of the service activity
b) the mobile device receives the new service and presents it to your employee. The employee can accept ou reject this new service.

How does it work ?

c) The user can **accept, reject or start** immediatly the new service:

1. when **accepting** the new service, the service goes to the waiting for starting services pool. at central system the service will appear as accepted and waiting for start;

2. if the user **start** immediately the new service, on central system, the service will appear as started;

3. if the user **refuse** the new service, on central system will appear as rejected and you can give it to other employee

How does it work ?

d) after started the new service, dependent of the number of actions defined on the workflow, the user needs to communicate all the changes done on it. following is an example of states for a service: :

1. In trip to destination;
2. Arrived at destination;
3. Start operation at destination;
4. End of operation at destination:
5. Operation Report;
6. End of service;

How does it work ?

During all the process states, updating the device in action implies its presentation in the administration console (in case of mains failure at GSM network all information is stored on the mobile device, synchronizing it with the central system so the link is established GSM network), and can locate the device using GPS, and the operating state in which it is.

Thus, the application allows proper management of all existing resources as well as a mobile management of all services that are current and available to be shipped for any mobile device.

The assignment of a service may be effected by a categorization of each of the available users on mobile devices according to technical specifications. For example, a user who is defined as a courier should only receive delivery services, a user who is defined as a repairman, should receive maintenance, repair or servicing.

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Operational Service Management

Resource Management

Resource Management

Following the various processes and actions assigned and in progress, there are several identifiers in each process that allow immediate management of the process, generating reports usability, control and service levels defined for each process:

a) Execution time of each service;
b) Client waiting times until employee arrived on destination;
c) Analyze kind of resolutions for services;
d) Analyze rates for success and unsuccess;
e) Analyze service rates for each employee;
f) Analyze services accepted and rejected by each employee;
g) Analyze perfomance for each employee;
h) Monitoring your mobile team, knowing at each moment their location;

Resource Management

- Increase team performance
- Cost reduction
- Increase Service Quality
- Integration with your legacy systems
- Give feedback to your clients about the service executed
- Monitoring your employees / fleet

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Operational Service Management

Solution Architecture

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Infra-estruture

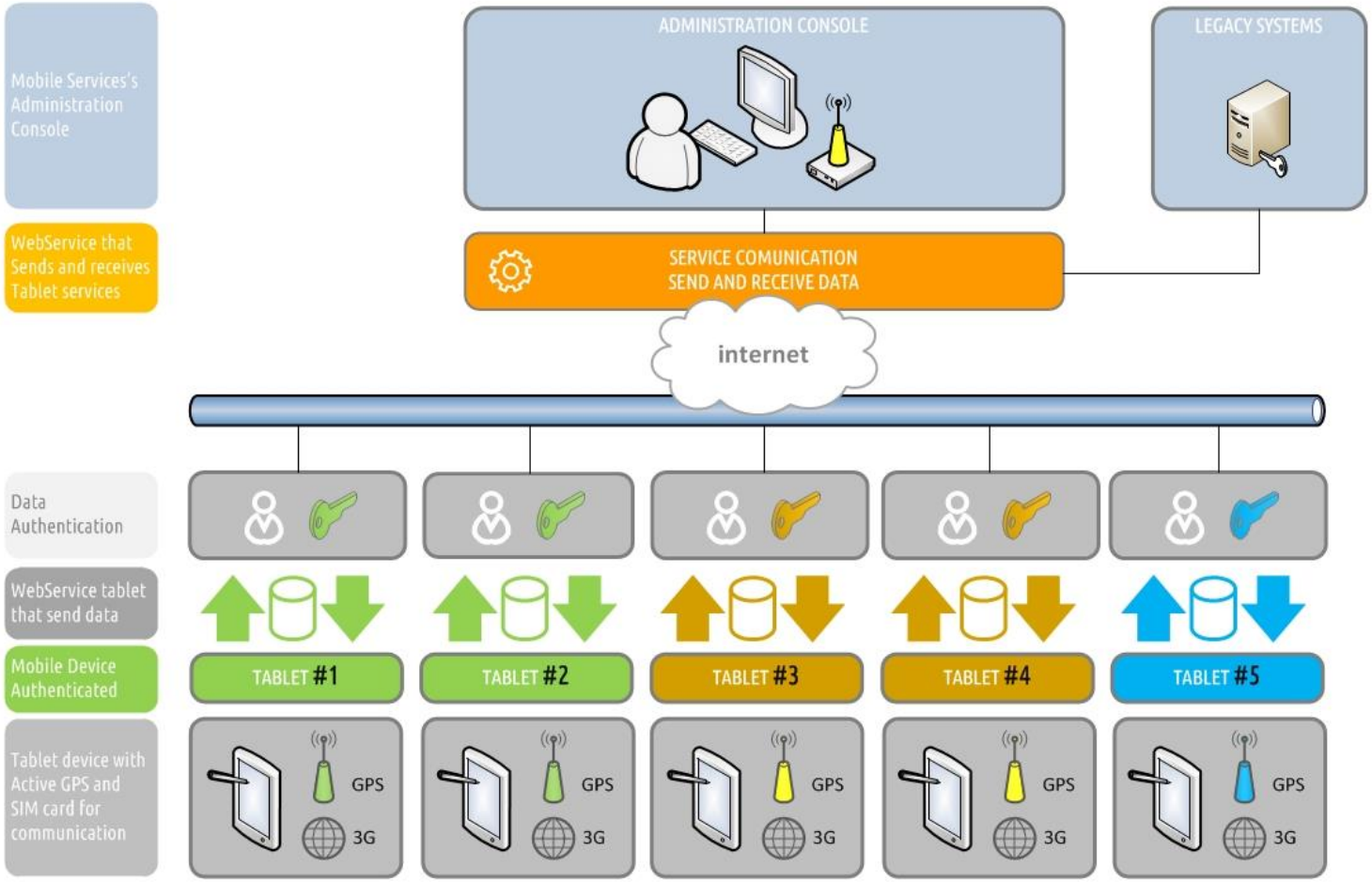
The system works under two platforms:

a) The mobile device (smartphone or tablet), under android (in future under IOS or Microsoft). The mobile device should have access to GSM network to establish communication between the mobile device and the central system;

b) The central system, under operating system Windows or Linux , where the central console should be installed

The mobile devices should have a GPS system installed to get the possibility to know the location of it at different states of a service

HOW IT WORKS OPERATIONAL SERVICE MANAGEMENT



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Operational Service Management

User Interface Design
GO tablet version

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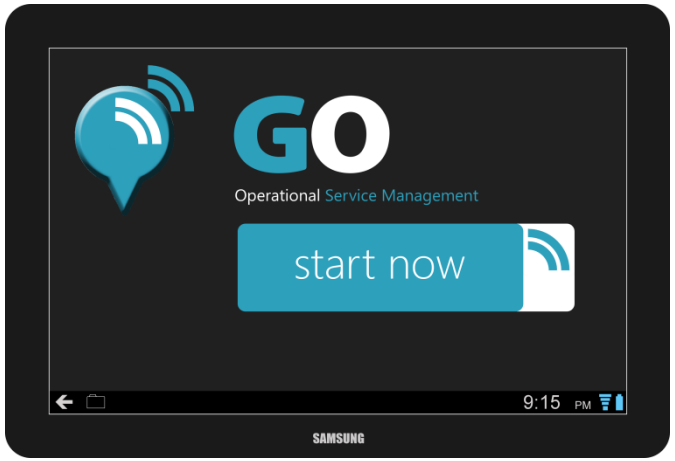
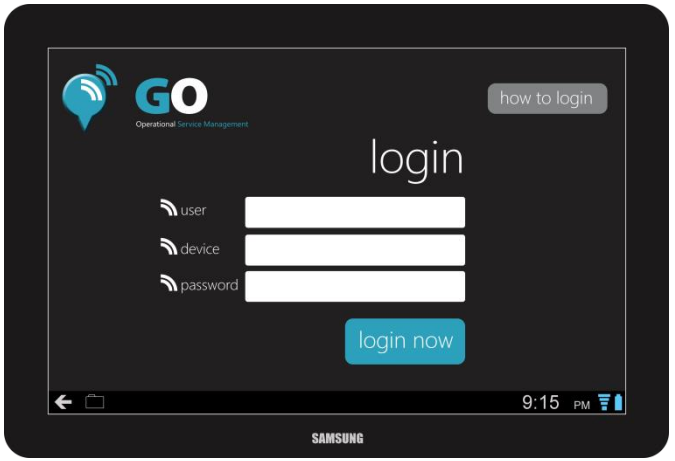
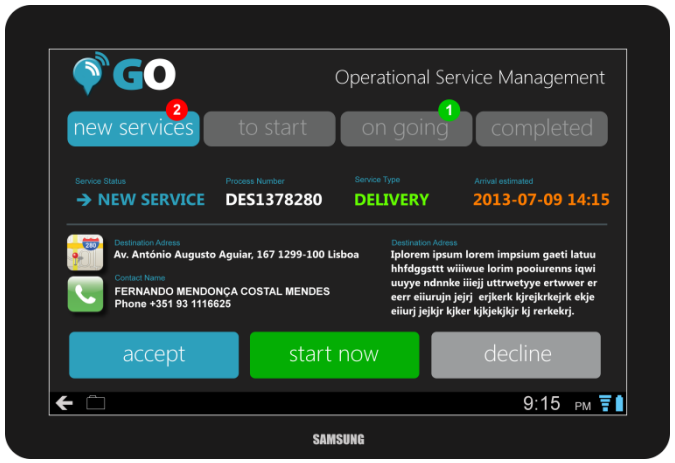
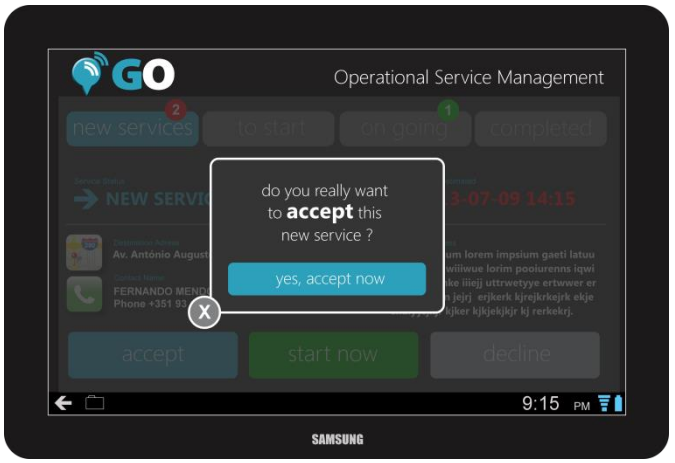
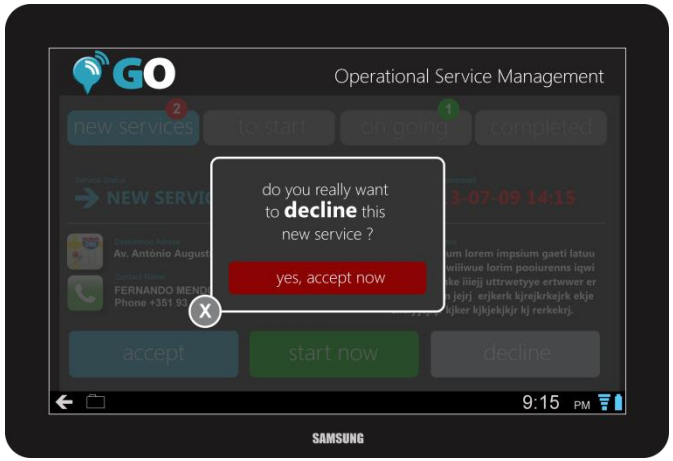
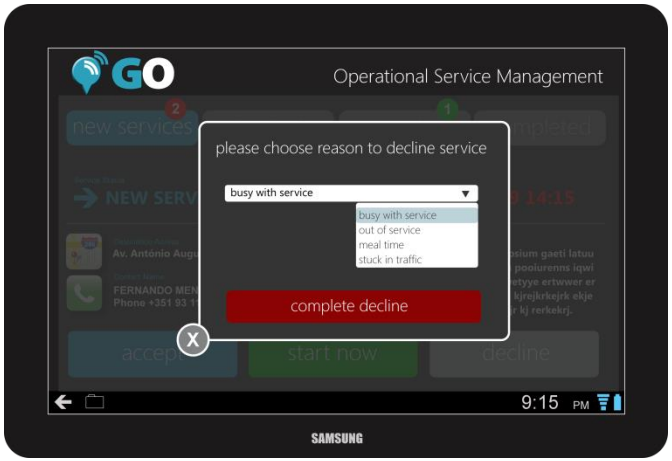

GO
Operational Service Management
start now
9:15 PM
SAMSUNG

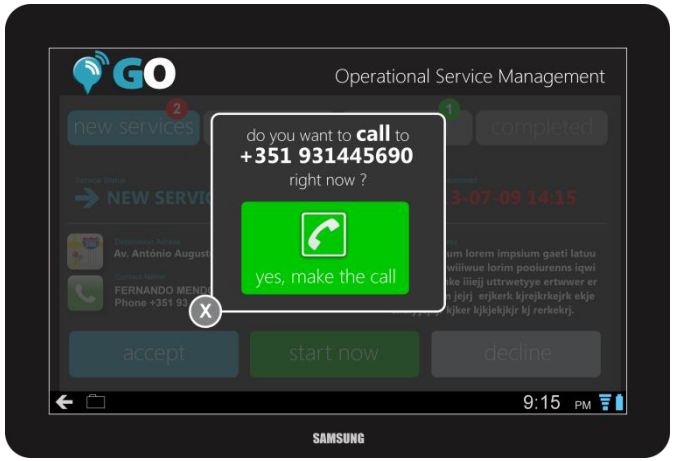

GO
Operational Service Management
how to login
login
user
device
password
login now
9:15 PM
SAMSUNG

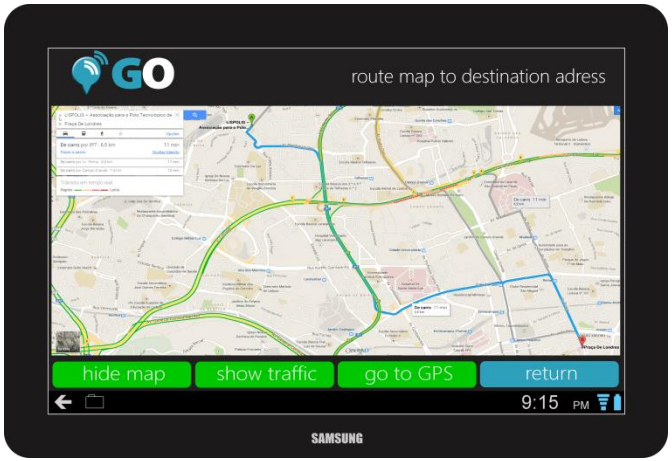

GO
Operational Service Management
new services 2
to start
on going 1
completed
Service Status
NEW SERVICE
Process Number
DES1378280
Service Type
DELIVERY
Arrival estimated
2013-07-09 14:15
Destination Adress
Av. António Augusto Aguiar, 167 1299-100 Lisboa
Contact Name
FERNANDO MENDONÇA COSTAL MENDES
Phone +351 93 1116625
Destination Adress
Iplorem ipsum lorem impsium gaeti latuu hhfdggsttt wiiiwue lorim pooiurenns iqwi uuyye ndnnke iiiejj uttrwetyye ertwwer er eerr eiiurujn jejrj erjkerk kjrejkrkejrk ekje eiiurj jejkjr kjker kjkjekjkjr kj rerkekrj.
accept
start now
decline
9:15 PM
SAMSUNG

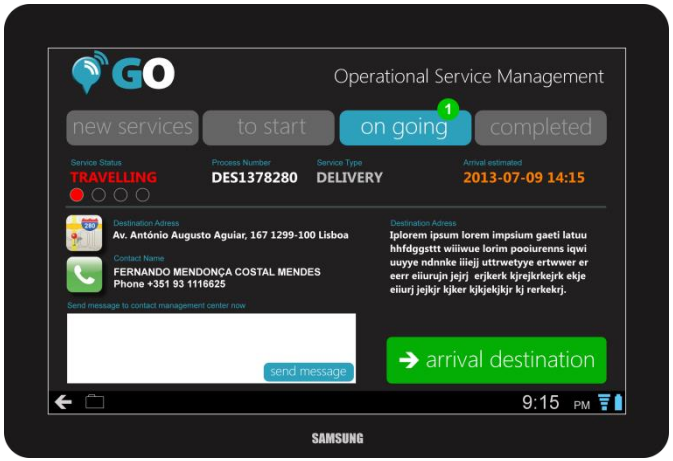

GO
Operational Service Management
do you really want to accept this new service ?
yes, accept now
accept
start now
decline
9:15 PM
SAMSUNG

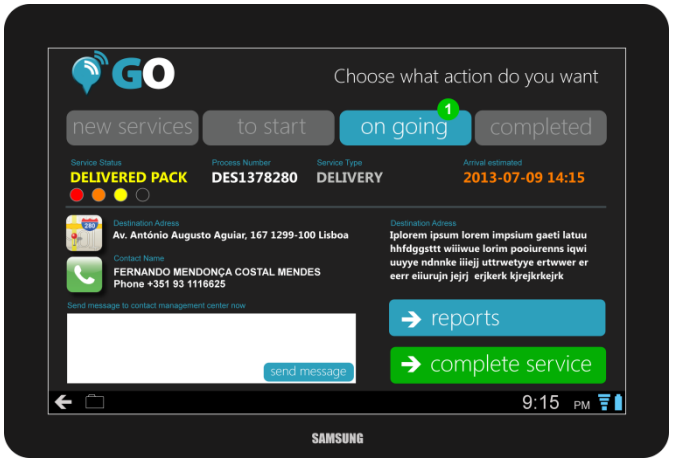

GO
Operational Service Management
new services
to start
on going
completed
do you really want to decline this new service ?
yes, accept now
accept
start now
decline
9:15 PM
SAMSUNG

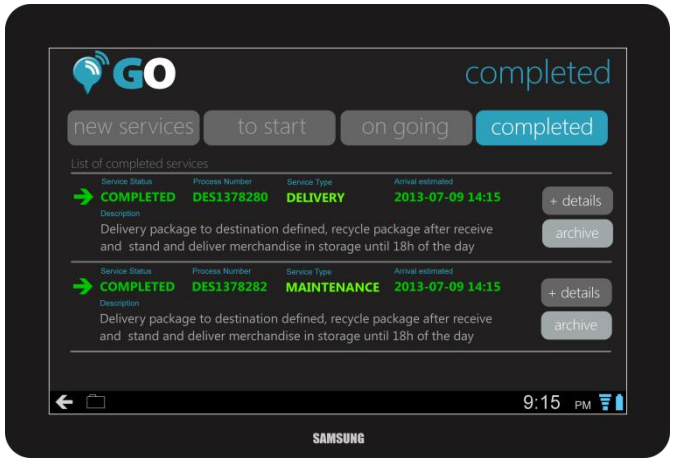

GO
Operational Service Management
please choose reason to decline service
busy with service
busy with service
out of service
meal time
stuck in traffic
complete decline
9:15 PM
SAMSUNG

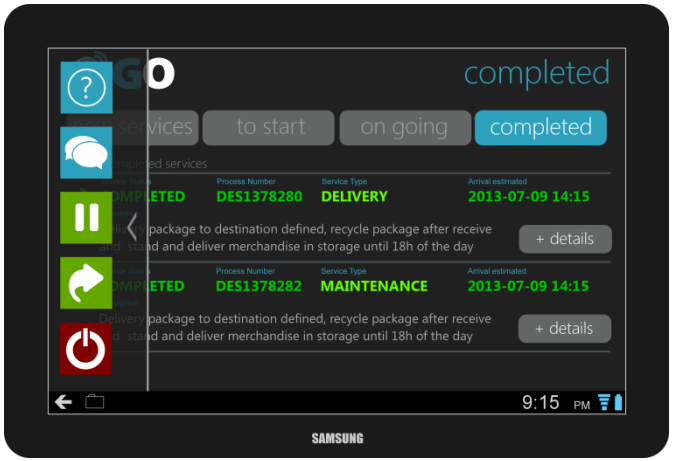

GO
Operational Service Management
do you want to call to +351 931445690 right now ?
yes, make the call
accept
start now
decline
9:15 PM
SAMSUNG


GO
route map to destination adress
hide map
show traffic
go to GPS
return
9:15 PM
SAMSUNG

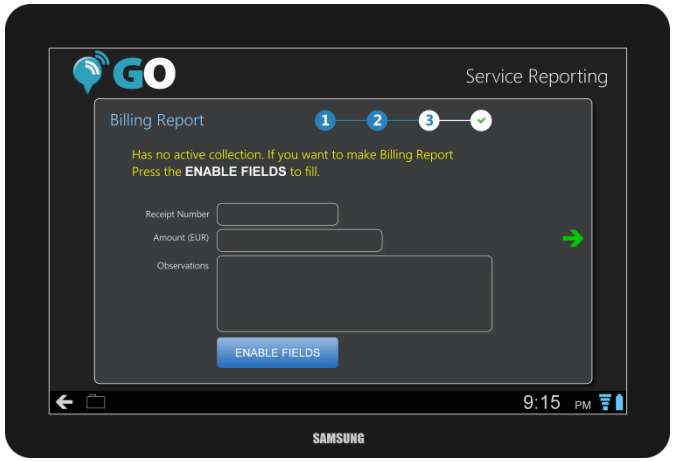

GO
Operational Service Management
new services
to start
on going
1
completed
Service Status
TRAVELLING
Process Number
DES1378280
Service Type
DELIVERY
Arrival estimated
2013-07-09 14:15
Destination Adress
Av. António Augusto Aguiar, 167 1299-100 Lisboa
Contact Name
FERNANDO MENDONÇA COSTAL MENDES
Phone +351 93 1116625
Destination Adress
Iplorem ipsum lorem impsium gaeti latuu hhfdggsttt wiiiwue lorim pooiurenns iqwi uuyye ndnnke iiiejj uttrwetyye ertwwer er eerr eiiurujn jejrj erjkerk kjrejkrkejrk ekje eiiurj jejkjr kjker kjkjekjkjr kj rerkekrj.
Send message to contact management center now
send message
arrival destination
9:15 PM
SAMSUNG


GO
Choose what action do you want
new services
to start
on going
1
completed
Service Status
DELIVERED PACK
Process Number
DES1378280
Service Type
DELIVERY
Arrival estimated
2013-07-09 14:15
Destination Adress
Av. António Augusto Aguiar, 167 1299-100 Lisboa
Contact Name
FERNANDO MENDONÇA COSTAL MENDES
Phone +351 93 1116625
Destination Adress
Iplorem ipsum lorem impsium gaeti latuu hhfdggsttt wiiiwue lorim pooiurenns iqwi uuyye ndnnke iiiejj uttrwetyye ertwwer er eerr eiiurujn jejrj erjkerk kjrejkrkejrk
Send message to contact management center now
send message
reports
complete service
9:15 PM
SAMSUNG


GO
completed
new services
to start
on going
completed
List of completed services
Service Status
COMPLETED
Process Number
DES1378280
Service Type
DELIVERY
Arrival estimated
2013-07-09 14:15
Description
Delivery package to destination defined, recycle package after receive and stand and deliver merchandise in storage until 18h of the day
+ details
archive
Service Status
COMPLETED
Process Number
DES1378282
Service Type
MAINTENANCE
Arrival estimated
2013-07-09 14:15
Description
Delivery package to destination defined, recycle package after receive and stand and deliver merchandise in storage until 18h of the day
+ details
archive
9:15 PM
SAMSUNG


completed
to start
on going
completed
DES1378280
DELIVERY
2013-07-09 14:15
package to destination defined, recycle package after receive
and deliver merchandise in storage until 18h of the day
+ details
DES1378282
MAINTENANCE
2013-07-09 14:15
package to destination defined, recycle package after receive
and deliver merchandise in storage until 18h of the day
+ details
9:15 PM
SAMSUNG

Relatório de Serviço



GO

Operational Service Management

Messages and Alerts

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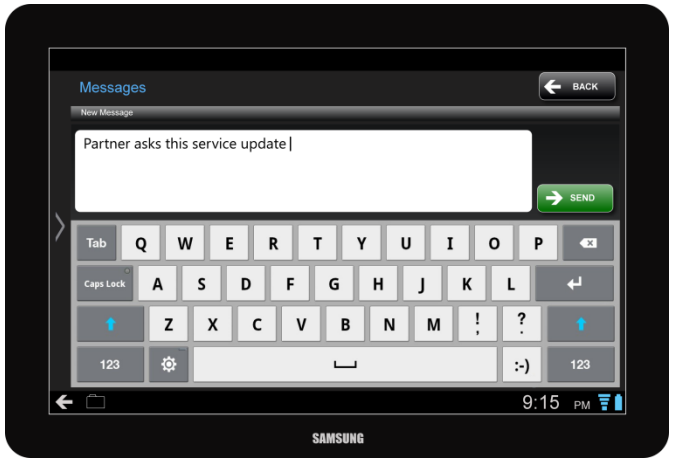
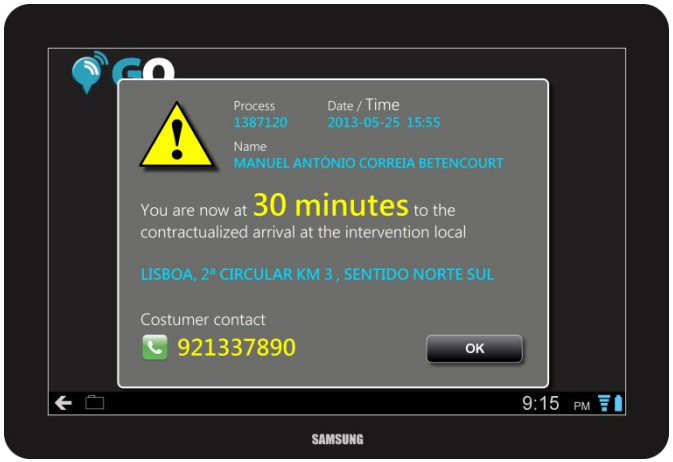
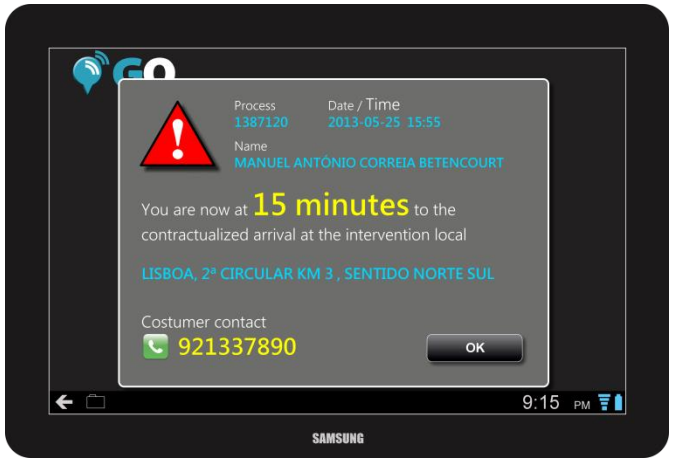
Messages between mobile device and central console



SLA alerts





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Operational Service Management

User Interface Design
GO mobile Smartphone version

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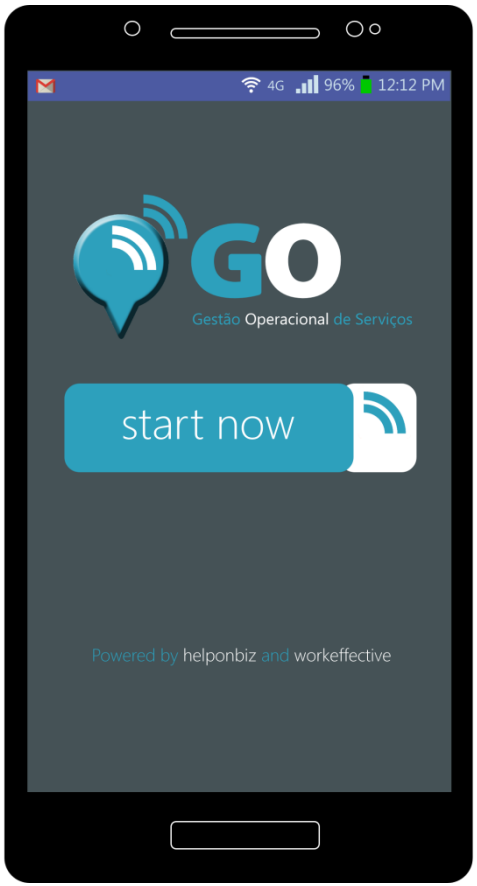
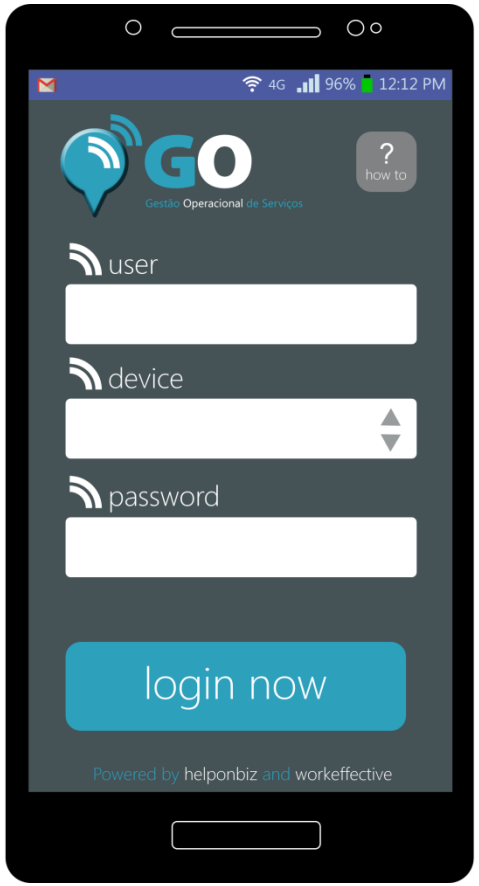
User Interface Design – GO v.1m (mobile version)

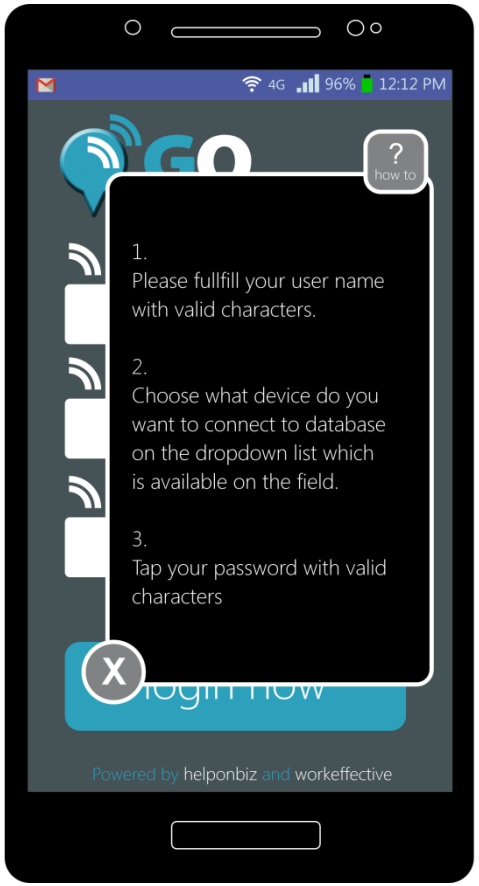
We are developing a smartphone version, will be available at middle of September 2013

The following presentation was design to run at smartphone, Android 4.0.1, and was based on Samsung Galaxy device, but will run on other smartphones and display sizes

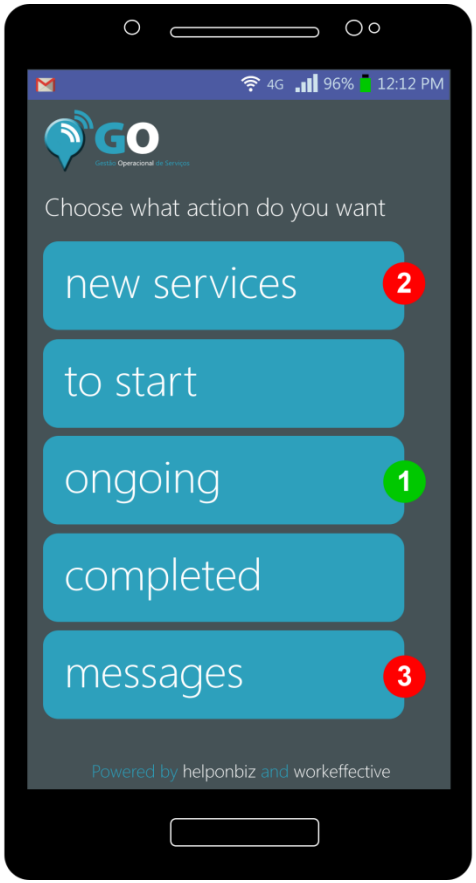
User Interface Design – GO v.1m (mobile version)

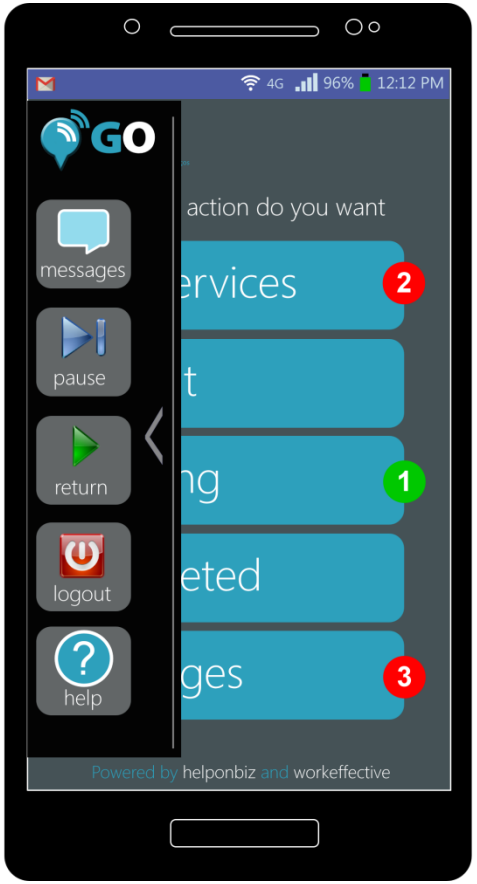


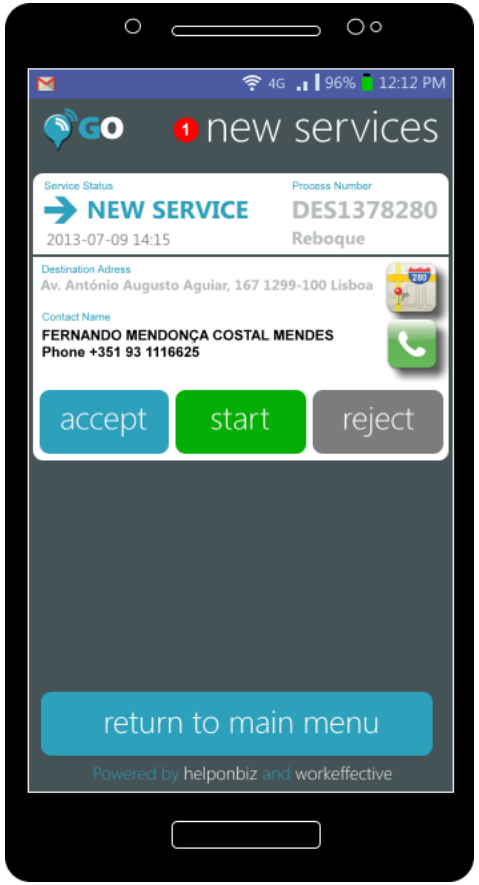




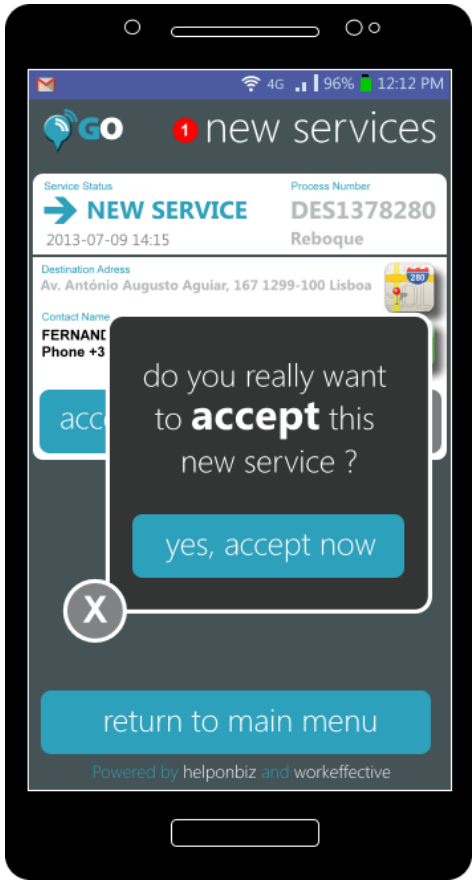
User Interface Design – GO v.1m (mobile version)

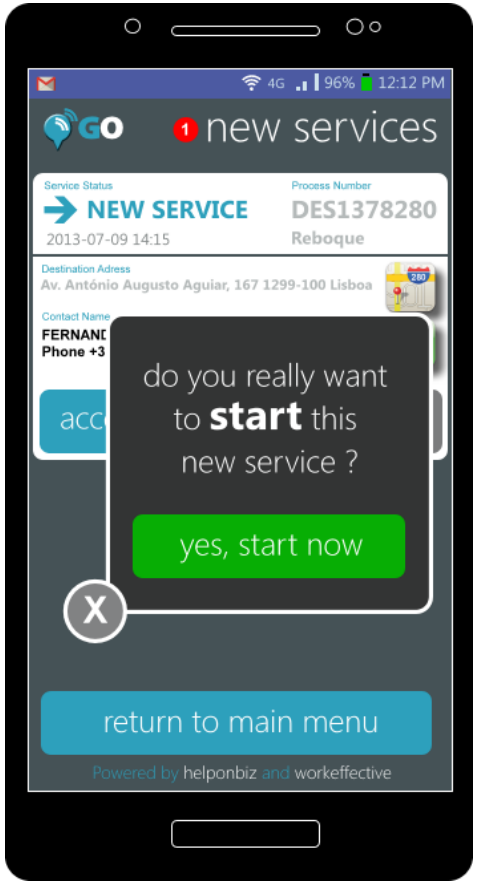


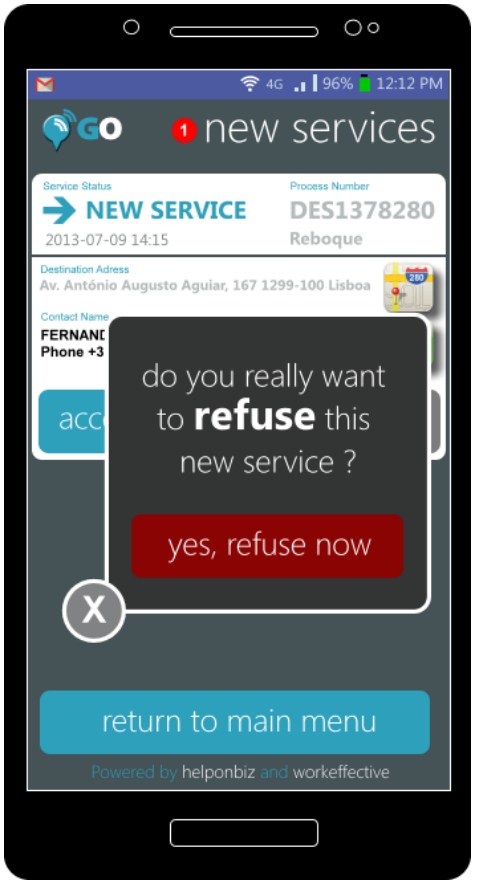




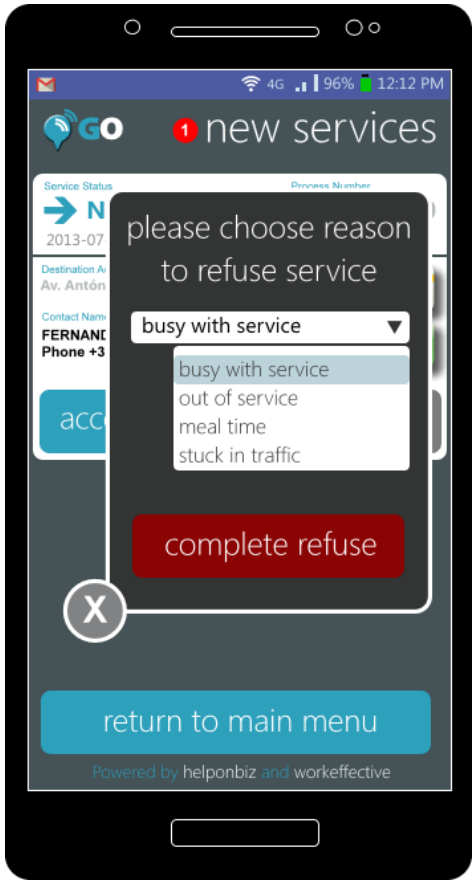
User Interface Design – GO v.1m (mobile version)

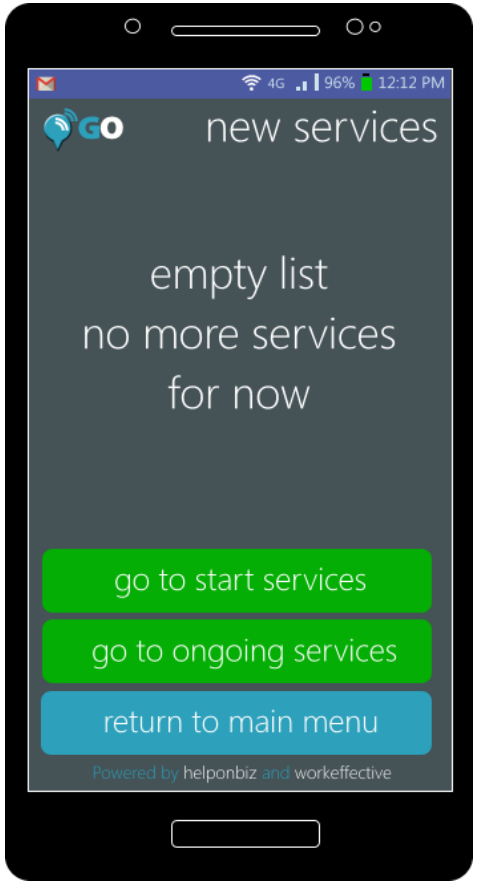


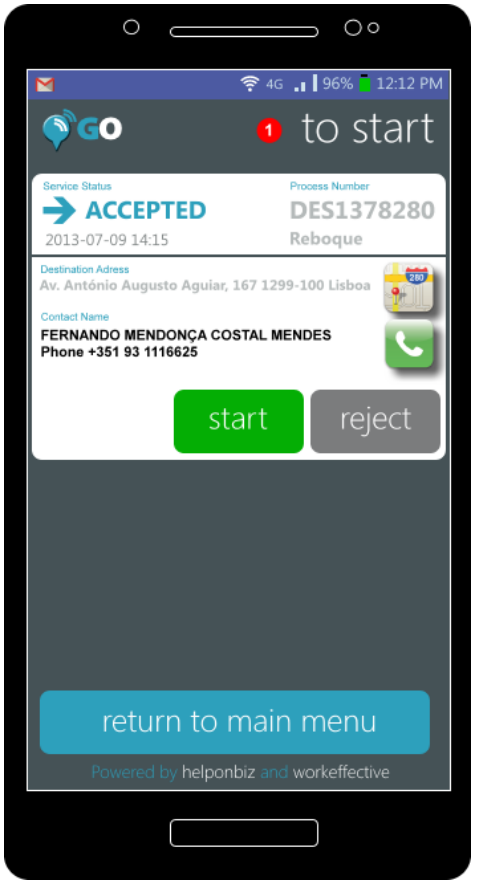




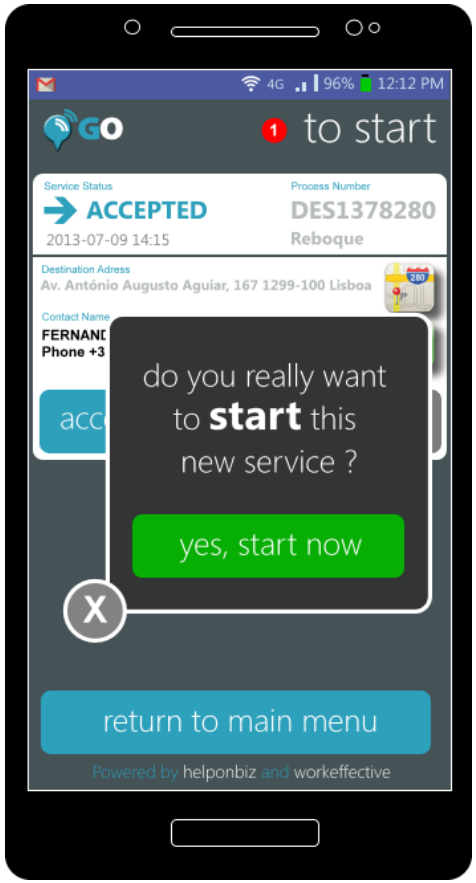
User Interface Design – GO v.1m (mobile version)

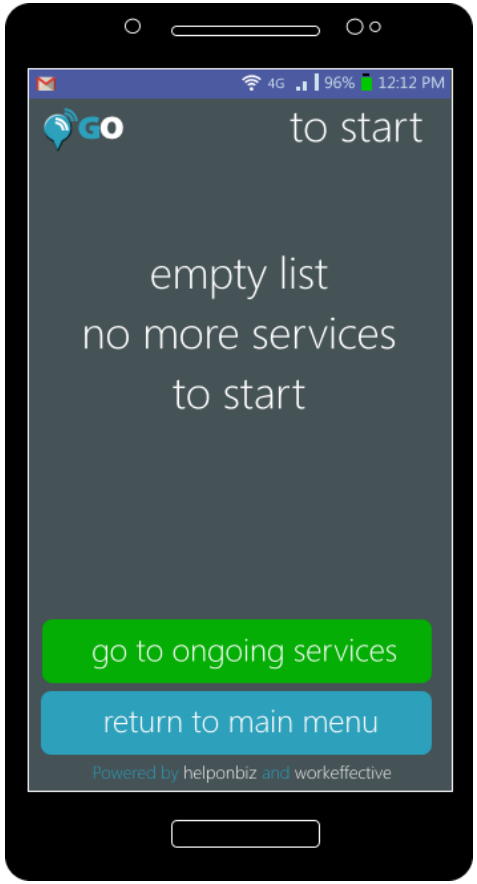


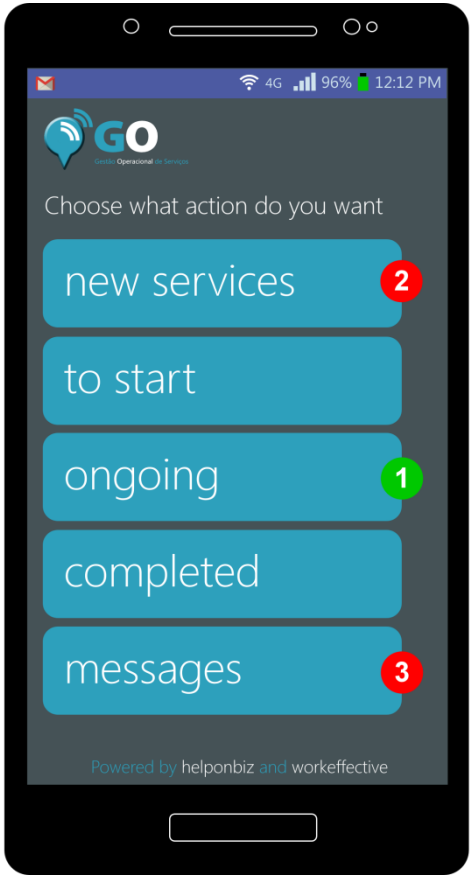




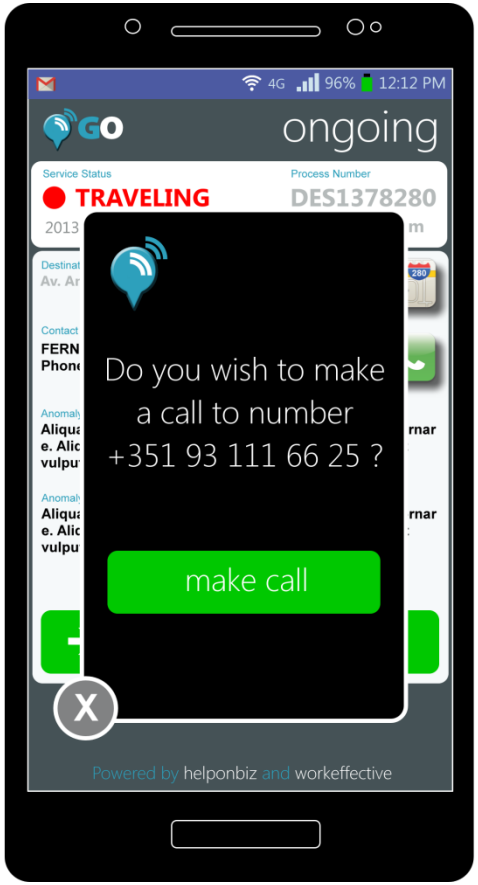
User Interface Design – GO v.1m (mobile version)

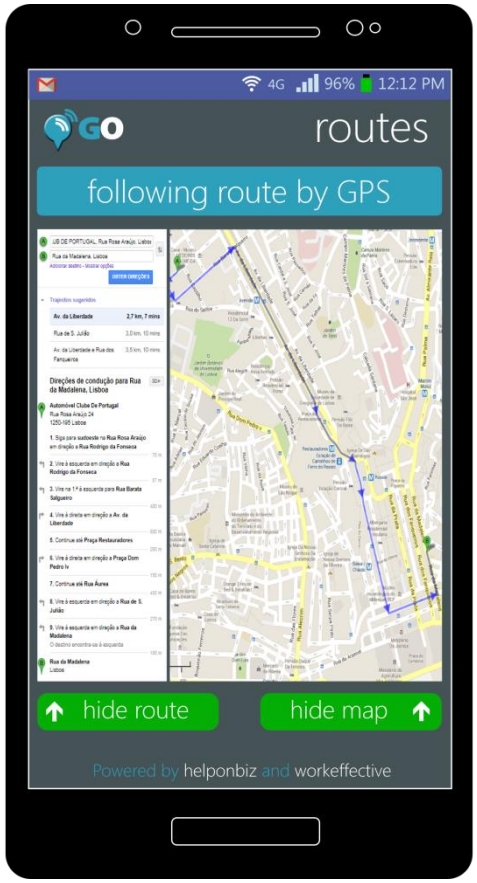




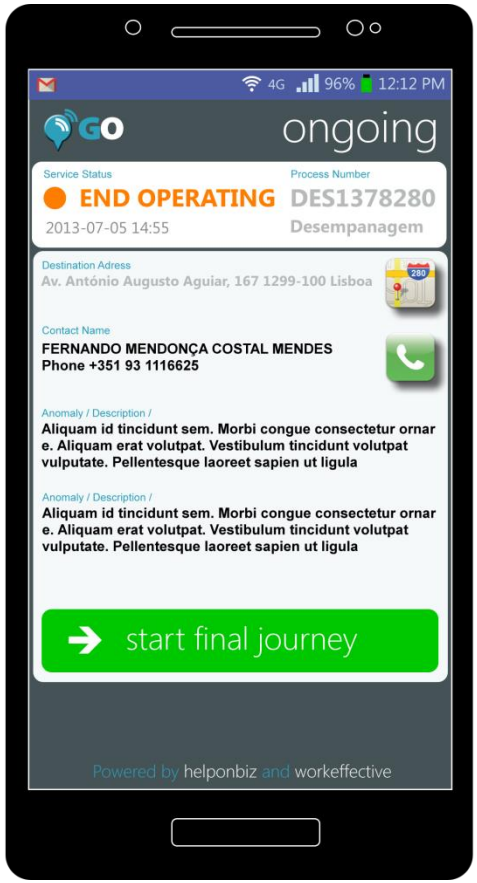


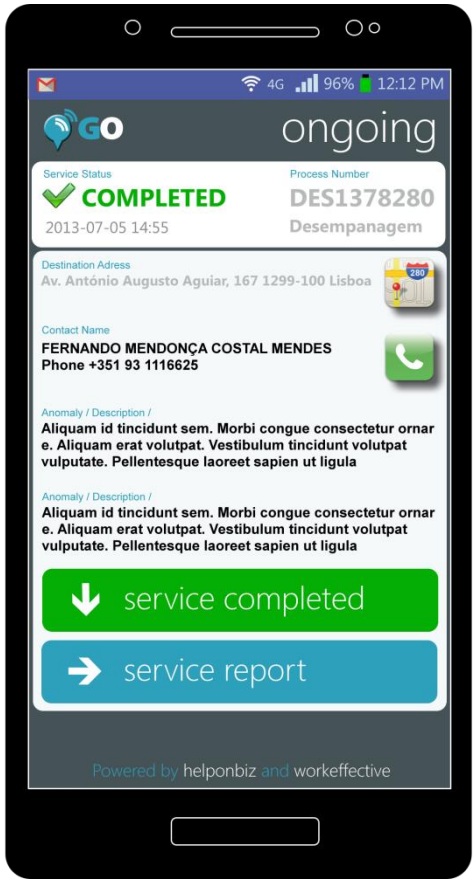
User Interface Design – GO v.1m (mobile version)



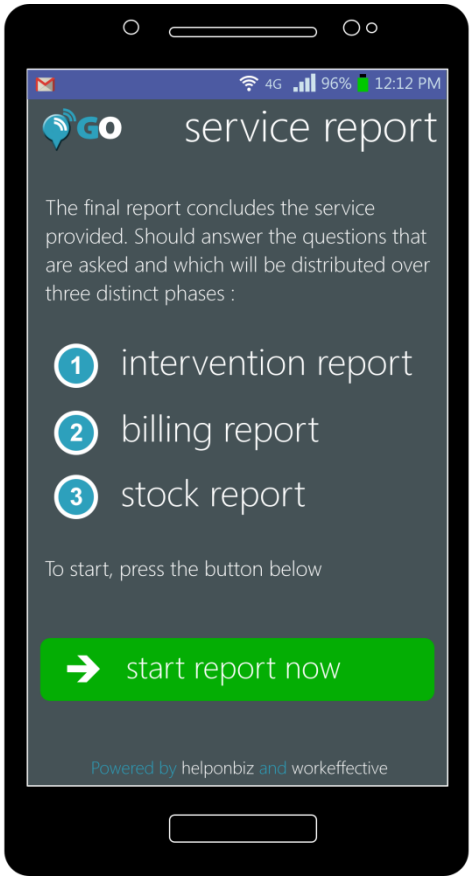


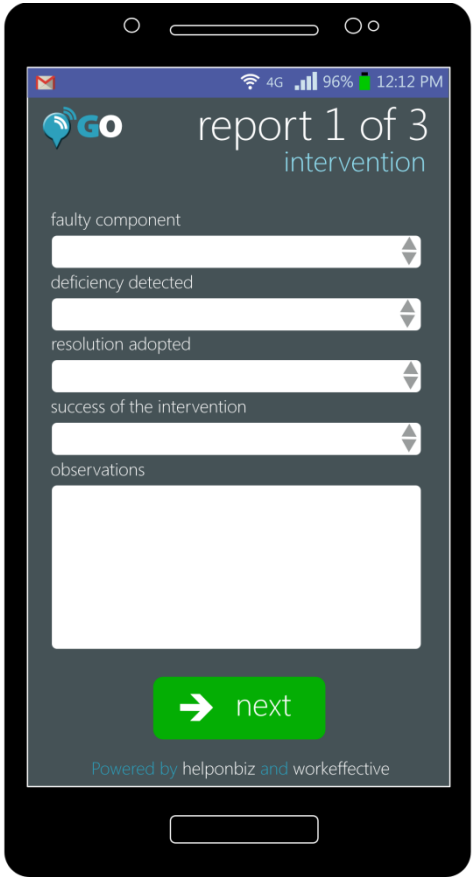
User Interface Design – GO v.1m (mobile version)

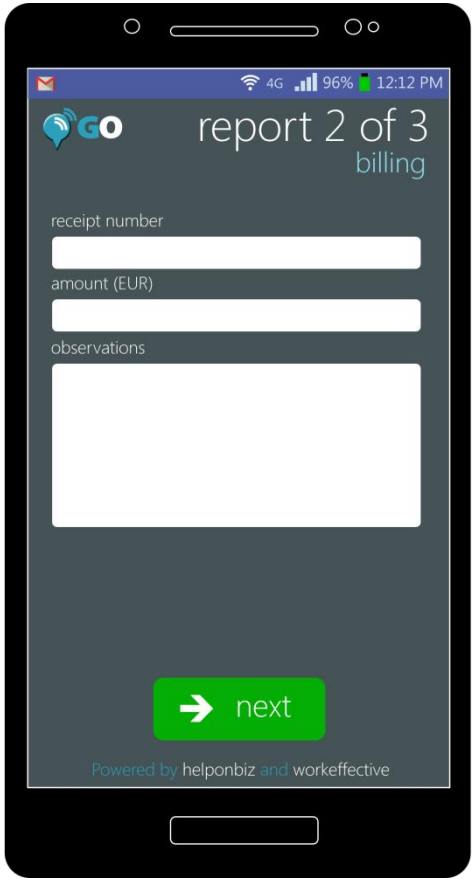




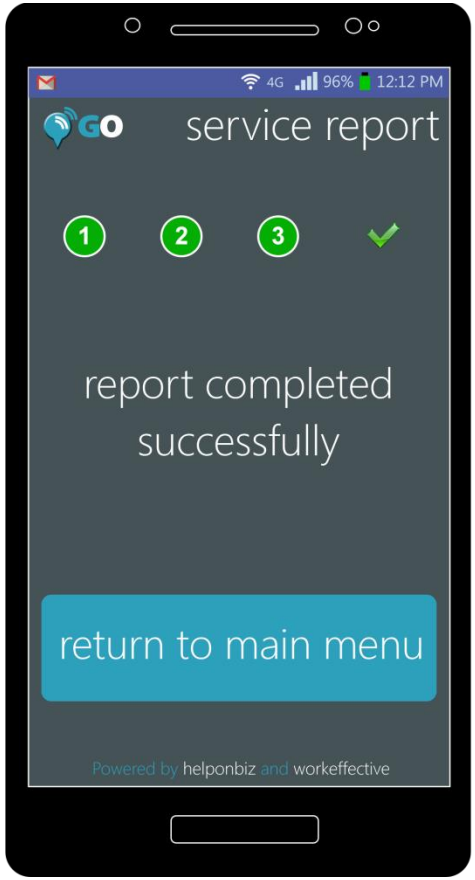
User Interface Design – GO v.1m (mobile version)

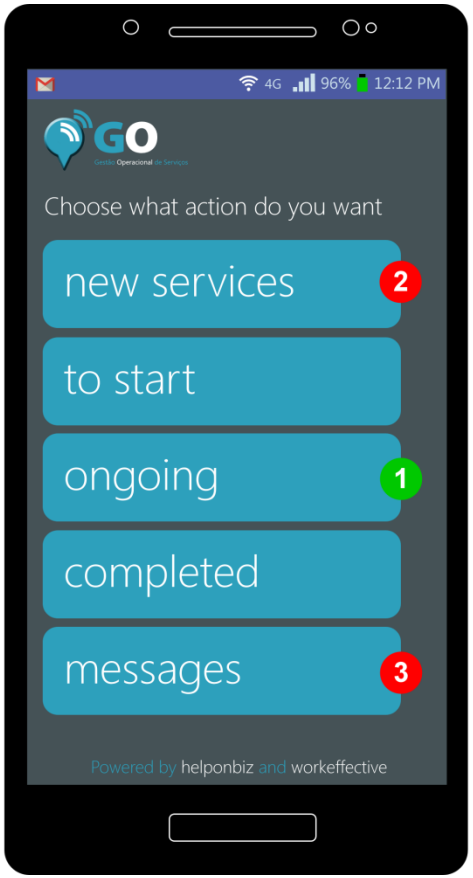




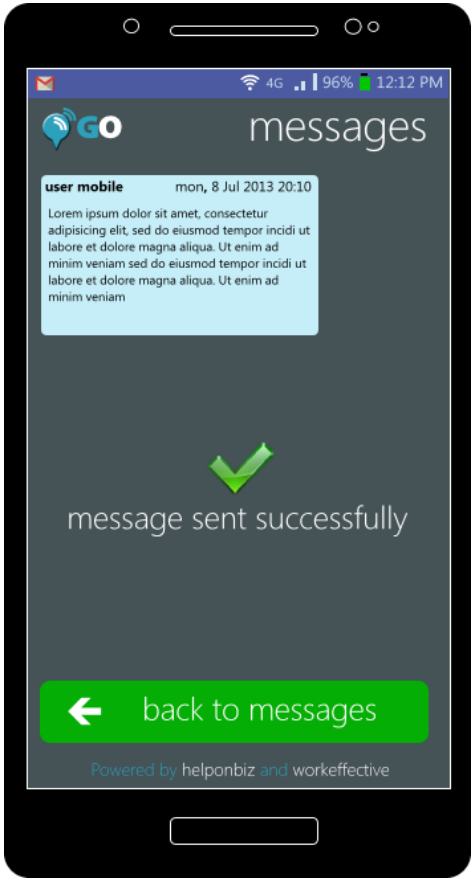


User Interface Design – GO v.1m (mobile version)

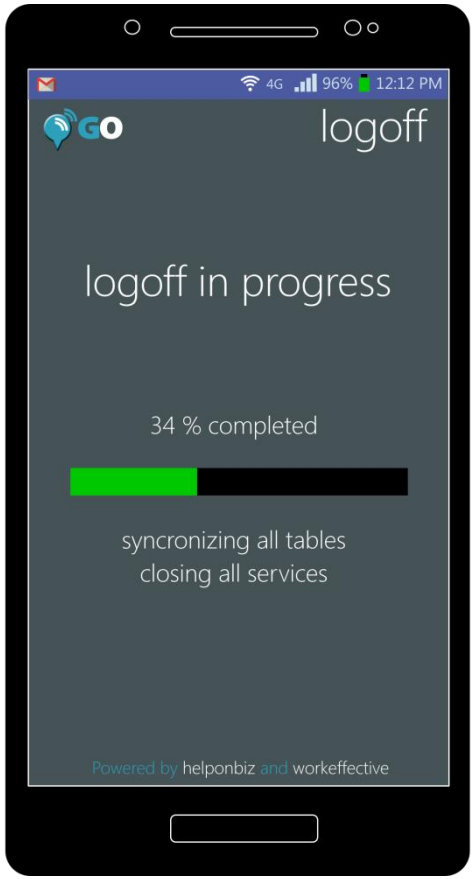


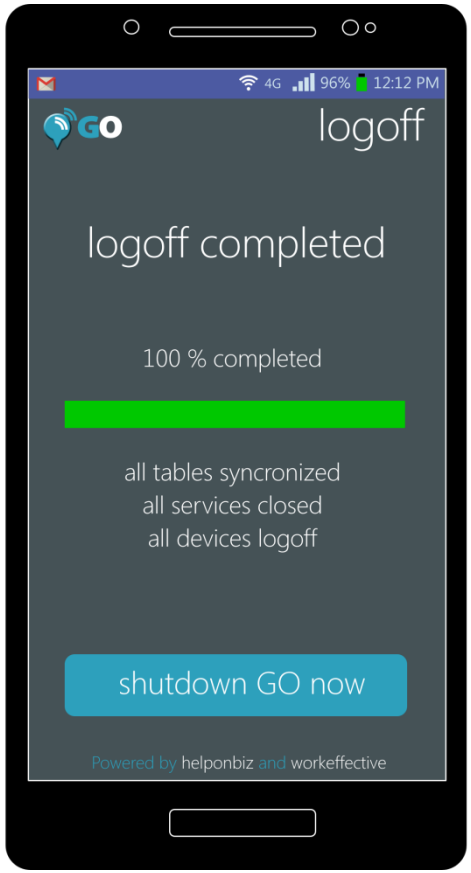


User Interface Design – GO v.1m (mobile version)



User Interface Design – GO v.1m (mobile version)





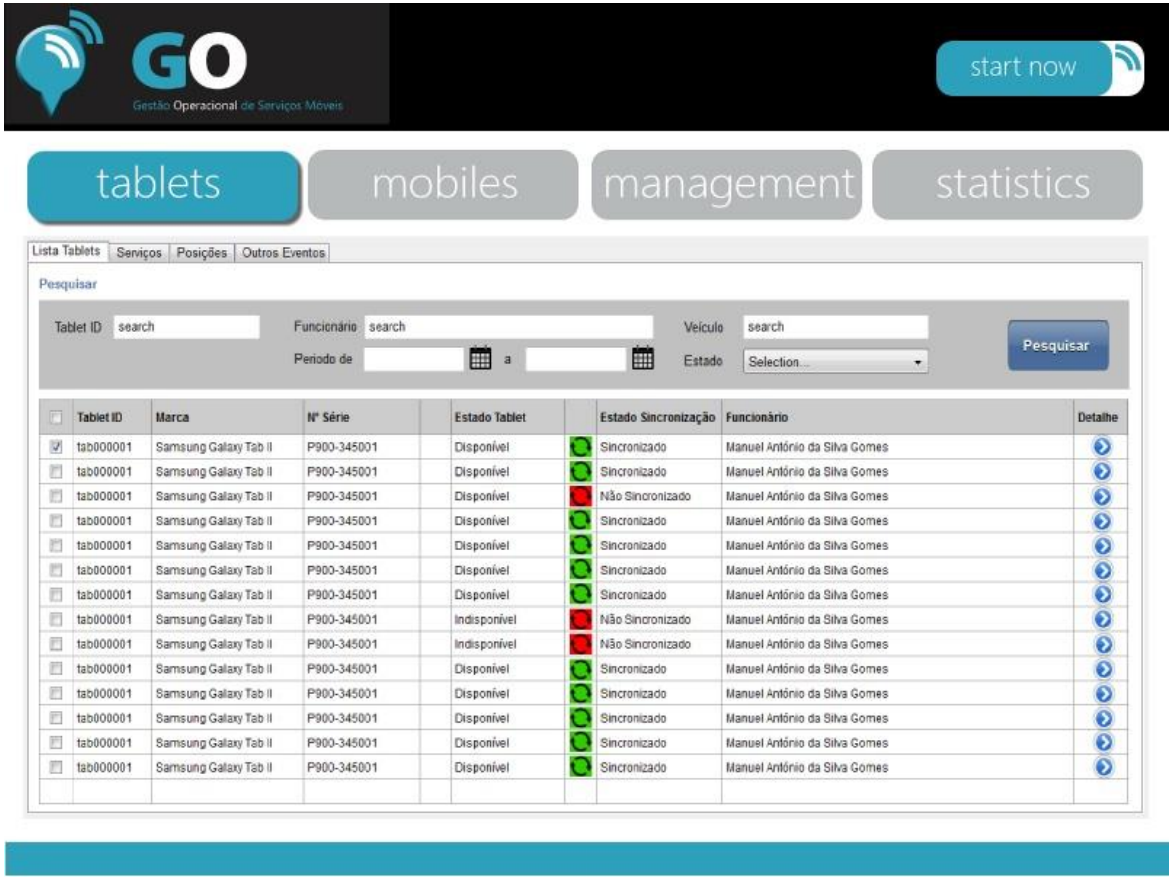
GO

Operational Service Management

Central Service Management System

Project powered by helponbiz and workeffective

Central Service Management System



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tab000001	Samsung Galaxy Tab II	P900-345001	Disponível	Não Sincronizado	Manuel António da Silva Gomes	
tab000001	Samsung Galaxy Tab II	P900-345001	Disponível	Sincronizado	Manuel António da Silva Gomes	
tab000001	Samsung Galaxy Tab II	P900-345001	Disponível	Sincronizado	Manuel António da Silva Gomes	
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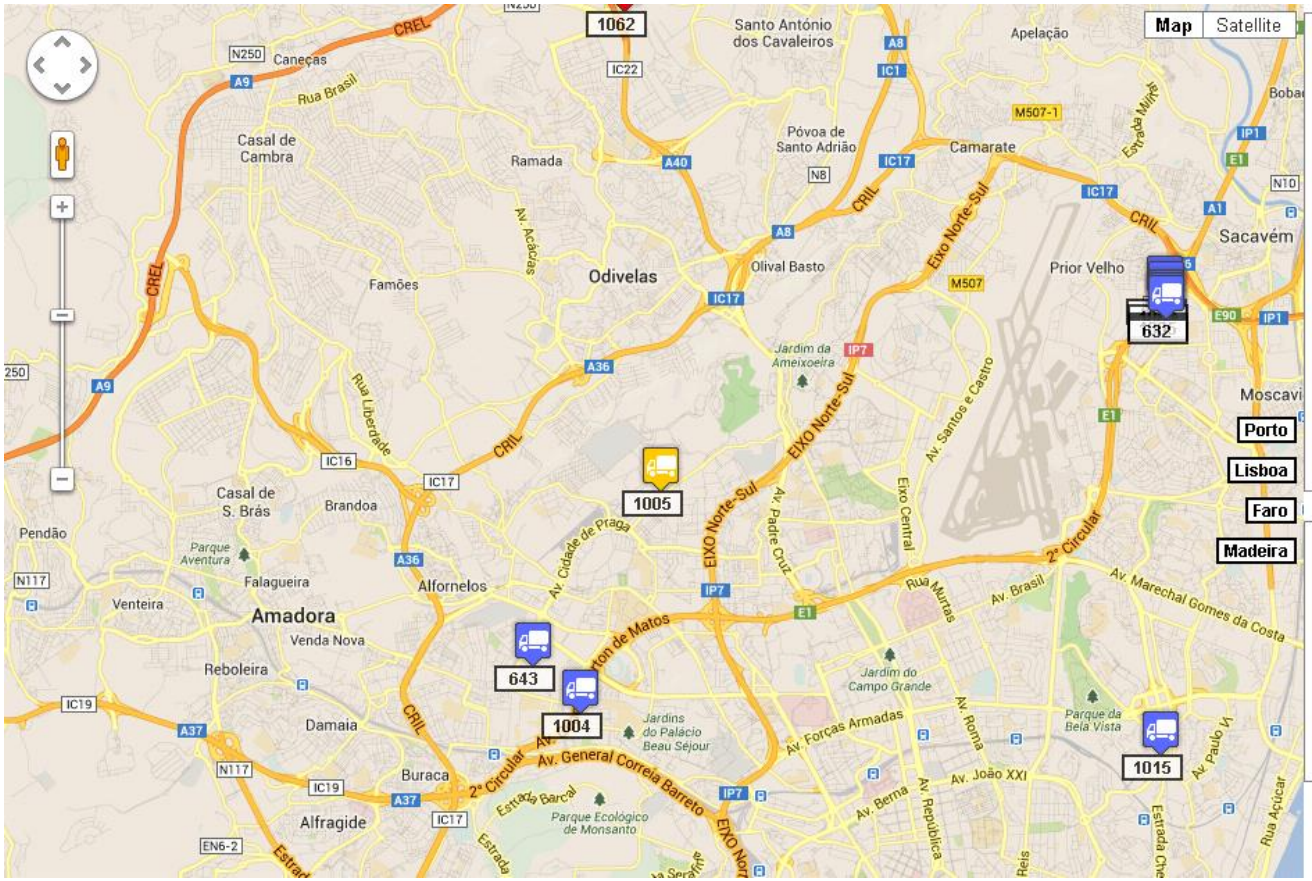
Central Service Management System – Vizualizing your mobile team



- 1005 - JCB Testes
- 572 - JCB Testes
- 643 - JCB Testes
- 953 - JCB Testes
- 575 - JCB Testes
- 642 - JCB Testes
- 615 - JCB Testes
- 633 - JCB Testes
- 1005 JCB Testes
- 945 - JCB Testes

Detalhes do meio

Estado: - Serviço aceite
Nº serv. a decorrer: 2
Login: 2013-08-08 15:47:07.381
Nome: JCB Testes
Latitude: 38.76969000
Longitude: -9.18009000
Velocidade: 0.000 Km/h
Morada: Azinhaga Lameiros, 1600 Lisbon, Portugal
Local: Lisbon

Estado da rede: sem sinal