DispatchPro Outdoor Workforce Management System

Enhancing Your Outdoor Workforce Productivity & Customer Satisfaction

For many organizations, the productivity of outdoor workforce is essential and critical to company's success. A lot of business activities and execution of work and orders are very much dependent on the outdoor workforce, including salespeople, field engineers, surveyors, service people, etc. Companies always have the desire to work closer with their outdoor workforce and to assist them to finish their work effectively and efficiently; and at the same time, optimize the human resources utilization.

To cope with these challenges, DispatchPro Outdoor Workforce Management System has combined with the best resource allocation software and job scheduling functionality, location-based and mobile computing technology to enable outdoor workers to access their job schedules and related information at their mobile/PDA devices.

DispatchPro has applied the latest GIS and address geo-coding technology to enable real-time visualization of job progress and locations. DispatchPro can further interface with external systems (e.g. ERP, Sales and CRM systems) to achieve a broader scope of implementation.

Powerful Solution for Workforce Management

DispatchPro is an integrated solution that combines the powerful resource management and job scheduling application that is easily accessible with high level of security for data transmission. It empowers the back end administrators and outdoor workers with capability to manage jobs and communicate over the mobile computing network at real time basis.

DispatchPro's Major Benefits

- Enable real-time job dispatch to field working staff
- With location-based technology, can identify and monitor worker's location with relation to the assigned tasks
- Improve resource allocation efficiency and effectiveness
- Improve customer service level and response to market needs

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System and Network Diagram

外勤工作管理系統

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Design and Modules

Design of DispatchPro has considered the business needs of back office operation staff who need to manage job schedule and distribute information to the outdoor workforce, and the needs for outdoor workforce to easily retrieve job information in the street.

DispatchPro Backoffice

For back office operation staff, the DispatchPro Backoffice provides sets of intelligent and automatic job scheduling functions to operation staff to perform better job assignment based on locations and resource utilization.　Job progress and status can be viewed real-time for further job arrangement and customer services purposes.　Through the DispatchPro Server installed in back office, the system is linked to the field workers' mobile devices.

DispatchPro PDA Client

Outdoor worker can easily access and retrieve job information on their PDA client application through GPRS or GSM/SMS mobile phone network.　DispatchPro supports PDA client using Palm or Pocket PC Windows.

Location Tracking

With the optional location tracking module, the real-time location of the outdoor workers can be identified.　DispatchPro supports the use of GPS or GSM tracking technology, depending on the needs of location accuracy.　The physical location will be visualized by GIS map client.

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