

Actionable insight for field service

InfoSuite



Real-time visibility and greater insight



Real-time visibility and greater insight delivers reduced costs, optimised resource allocation and improved productivity to enhance customer satisfaction.



In control of the emerging day

- > Real-time view
- > Customised dashboards
- > Analytics mapped to key performance indicators (KPIs)

InfoSuite



Intelligent forecasting

- > Measurement of service modifications
- > Demand prediction using historical data



Historical reporting and analysis

- > Performance analysis by geography, team and individual
- > KPI drill-down and solution-based reports
- > Full integration for end-to-end service evaluation
- > Tracked worker performance to drive productivity

Real-time visibility and greater insight



Actionable insight for field service

Understand every dimension of your field-service-based operation to make improvements on the fly while predicting demand to reduce costs, optimise resource utilisation and boost customer service.

InfoSuite is a Cloud-based reporting dashboard specifically developed for field-based organisations. It delivers reporting on every aspect of your operation, allowing your users to view information at a high level, as well as drill down into as much detail as they like.

InfoSuite forms part of our suite of field service software solutions that includes Dynamic Resource Scheduler (DRS) and Job Manager. It can be fully integrated into DRS and Job Manager, as well as third party systems such as customer relationship management (CRM) or finance software.

It goes beyond traditional reporting tools by providing a set of real-time dashboards that show how your organisation is performing on a minute-by-minute basis. This means you can improve your service on the fly, instead of being limited to making improvements retrospectively.

As well as staying fully informed today, you can predict what might happen tomorrow, so you can react quicker and mitigate risks before they get out of hand. This leads to greater cost efficiency, faster issue resolution and better customer service.

InfoSuite is more than a business intelligence product; it's a planning tool used daily by planners to help them manage their workloads effectively. By bringing the information they need into a dashboard, they don't have to trawl through various systems looking for problems.



Up-to-the-minute information

InfoSuite enables you to gather and display real-time data to solve problems before they occur. You remain in control by having up-to-the-minute information about how the current day is progressing.



Forecasting demand to allocate resources

By interpreting live and historical field service operations data, InfoSuite allows you to accurately forecast service demand in order to allocate resources more efficiently.



Historical reporting and analysis

InfoSuite offers a comprehensive view of each and every action taken by your field workers over any time period. You can review your end-to-end service performance and workforce productivity, then take actionable steps to improve service delivery, efficiency and customer satisfaction.

In control of the emerging day



React quicker to the unexpected

Stay fully informed every minute of every day, so you can react fast and mitigate risks before they get out of hand.

In the world of field-based service delivery, no two days are the same. While thorough planning is important, unexpected circumstances arise all the time. With the benefit of real-time data — presented in an easy-to-use, customisable interface — and automatic alerts, you have more control over the unexpected, so you can respond quickly to rectify potential issues before they escalate.



Customised, role-based dashboards

InfoSuite is highly configurable for individuals and teams, allowing staff to have visibility of their specific area of interest in real-time. For example, a supervisor of a team or region can customise the dashboard to display only the information relevant to them, whereas a department head can adapt their dashboard so they can see everything. Users can easily create their own charts in seconds with the simple drag-and-drop interface.



Minute-by-minute view

InfoSuite charts show data that refreshes in the background in real time. The charts can be refreshed each time you visit a new tab, or on an automated user-configurable cycle. When supervisors are trying to manage a remote team of field-based workers, the application effectively provides them with 'eyes on the ground,' delivering a comprehensive view of how the service is performing every minute of every day.



Analytics mapped to KPIs

InfoSuite maps your organisation's progress analytics against KPIs, and serves the data in a clear, visual, easy-to-understand way — no need to manipulate or interpret the data to assess performance. It's obvious how your organisation is performing and the software explains why, so supervisors can intervene and rectify the situation, or carry forward best practice.



Automatic alerts

Infosuite can be set up to automatically alert the right people by email when there is a problem or when their attention is needed. This can ensure issues are immediately identified, allowing departments to manage by exception, and employees to focus on key tasks instead of constantly monitoring operations.

Historical reporting and analysis



Track and improve performance and productivity

Actionable insight and detailed reporting delivers the ability to assess performance from different angles to make constant, incremental improvements.

Post-event analysis gives you a comprehensive view of your performance in any given time period. The ability to drill down provides powerful insight into different aspects of your field-based operations, as well as the opportunity to create solutions for improvement. Full integration with other applications delivers end-to-end service assessment, and individual worker productivity tracking allows you to



Benchmarked analysis

InfoSuite provides complete reporting by geography, team and individual. This informs supervisors about performance against organisational benchmarks, enabling them to identify underperforming areas, and create solutions for improvement.



Integration for end-to-end evaluation

Users can undertake service productivity analysis over any period of time and using information from whichever database they choose, whether it's data held in Job Manager, DRS or third party systems that are integrated with InfoSuite. The full audit trail of activities in the field means that the service is captured, and can be evaluated, from end to end — from the first contact in the call centre to post-work completion and billing (if relevant).



KPI drill-down and solution-based reports

Paper-based KPI reports, such as First-Time-Fix or Number of Jobs Completed, provide a high level view, but they cannot explain the root cause of underperformance. InfoSuite charts drill down into raw data, and even have dynamic drill-down paths offering alternative views. This allows staff to create reports that offer real solutions for resolving inefficiency issues.



Tracked productivity performance

Organisations can easily measure the productivity of their workforce and give field workers access to charts and data sets for their individual performance on a computer or mobile device. This enables performance appraisals based on robust and consistent metrics. By measuring and relaying individual performance data directly to your workforce, your organisation can drive efficiency improvements more readily.

Intelligent forecasting



The benefit of powerful analytics

Evaluate improvements and predict demand to constantly progress, better allocate resources and fine-tune your service delivery



Evaluating improvements

To make continuous improvements, you need to analyse operations, identify challenges and modify processes. InfoSuite's analytics allow you to measure these service modifications and their effect so you know exactly what's working and what's not.



Predicting demand

Your organisation can use its historic data to predict future trends, such as the seasonal impact of boiler breakdowns, parks maintenance or employee ill health. InfoSuite's data allows your organisation to predict when and where it may be under-or over-resourced, so you can ensure you have enough resources at the right time and place. This may involve re-allocating existing workers or hiring temporary staff.

Positive business impact



The value of actionable insight

To drive the best performance from your field service organisation, managers need access to complete, accurate and timely information, plus the tools to analyse it and take action.

Organisations using InfoSuite consistently gain value from five areas



- > Real-time visibility of their day-to-day operations



- > Increased ability to spot trends



- > Enhanced foresight to fine-tune service delivery



- > Greater ability to make informed decisions



- > Better people management

As a result they have:

1. More control over the unexpected
2. Improved resource planning and utilisation
3. A more productive workforce
4. Greater cost efficiency
5. Improved customer satisfaction

About Advanced



Driving productivity, insight and innovation

We enable our customers to achieve increased efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

As the third largest British software and services company in the UK, we help organisations create the right digital foundations that drive productivity, insight and innovation – all while remaining safe, secure and compliant. Our solutions for both commercial and public sector organisations simplify business challenges and deliver immediate value, positively impacting millions of people's lives.



Journey to the cloud

We have a strong track record in helping our customers' journey to the Cloud. We manage private, public and hybrid Cloud environments as well as deliver sector specific Cloud-based solutions and services. We are certified partners with Amazon Web Services (AWS) and Microsoft, and have achieved the highest levels of accreditations. Our Cloud solutions are used by organisations of all shapes and sizes including Highways England, Performing Rights Society (PRS) and Aspire Furniture.



Field service management

Our field service management software solutions help our customers streamline their service to increase job capacity, reduce overheads and improve customer satisfaction.

More than 40,000 field workers rely on our software to undertake their work every day, and over £20m has been spent in research and development of our product. Our applications can be fully integrated with their existing infrastructure, or rolled-out as independent solutions, with the option of being hosted in the Cloud.

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