Three ways to improve mobile workforce management

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Work better together.

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As companies grow, Operations Directors and Field Service Managers often see demands on their time growing disproportionately—having to manage more teams to cover an increasing volume of jobs, whilst maintaining high standards of safety and quality of service.

These three methods offer a straightforward way of managing this, allowing time to develop plans to increase efficiency and reduce costs.

1. Recording productivity

It's difficult to record field service engineers' work without resorting to micromanagment—interrupting their workflows with unnecessary communication—to see which jobs have been signed-off, or when specific tasks have been completed.

Therefore, a system to record productivity metrics as quickly and as simply as possible is required—or, ideally, automatically—so accessible reporting systems can be developed to enable effective business decisions to be made.

2. Live monitoring

Achieving the ideal balance between effective management of a mobile workforce, whilst maintaining field teams' autonomy is essential—ensuring visibility but not at the expense of unnecessary administration. After all, field engineers are hired for their expertise to complete jobs, not to constantly check-in with the back office.

Embracing systems which provide real-time visibility over engineer locations enables monitoring of the progress of jobs and when they're completed. Coupled with intelligent scheduling and routing this could provide valuable efficiency savings.

3. Sharing information

Creating a culture of information sharing is an essential aspect of a managers role in any workplace. This presents unique challenges when managing a mobile workforce who rely on efficient management of information, resources, assets, and health & safety.

Efficient communication should not stop once a task has been assigned to an engineer in the field. By automating and syncing job updates through a centralised system you empower your workforce to sign-off on tasks without the need for constant, disruptive, check-ins, and allow administrators to manage recording and reporting automatically.

A system of real-time messaging between office and field staff allows for a constantly open line of communication, ensuring your teams can work together more efficiently.