



BusinessSuite Overview for Wireless Field Services Management at Colleges, Universities, and School Districts

Productivity, Efficiency, and Cost Savings with Wireless Business Software
Saving \$300 - 400 per Field Service Employee per Month

This paper discusses how college, university, and school district field services management organizations can realize increased productivity, efficiency, and cost savings with wireless connectivity between mobile field services employees and their central administrative offices. The JumpStart Wireless BusinessSuite can provide benefits exceeding \$300 - \$400 per field tech per month. New BusinessSuite deployments usually pay for themselves in 3 - 4 months. Not only is the field services organization provided with timely information allowing more efficient operations, but management can ensure compliance with standard procedures and performance standards, deliver additional services to customers, and accurately charge back services to appropriate departments.



The Benefits of Wireless Management of Field Services Employees

The JumpStart Wireless BusinessSuite enables cost-effective, high-function wireless field services management for a fraction of the cost of conventional wireless programming approaches. The wireless system provided by JumpStart is affordable and cost-effective for a budget-constrained field services organization. BusinessSuite is characterized by ease-of-use, elimination of paper, broad applicability, reliable performance across a wide variety of handheld devices, and inexpensive and rapid customization.

BusinessSuite wireless applications deliver multiple benefits to colleges, universities, and school districts with large dispersed and mobile work forces. These benefits include:

- *Elimination of paper forms*
BusinessSuite eliminates paper by allowing completed work orders to be entered directly into handheld devices which update central databases in the administrative offices. Schools can literally eliminate paper for tens of thousands of work orders, time sheets, inspections, etc. per year.

- *Decreased overhead costs*
Travel time and clerical time are reduced due to accurate and timely routing and task assignments to mobile maintenance staff and submission of task completions directly from the field to centralized applications. Without wireless applications, colleges, universities, and school districts incur 2-3 phone calls per work order or task, an extra hour per day of travel to pick up paper work assignments at the admin or dispatch office, and extra clerical time to track down and enter paper work reports.
- *Reduced time for documenting completed work.*
Chargebacks and billing can be expedited from monthly to daily billing thereby reducing unbilled receivables and improving cash flow
- *Improved productivity*
Through better routing and “fill in” work assignments from unexpected free time, colleges, universities, and school districts realize additional productivity from existing maintenance resources. In an organization accelerated by wireless software, management knows what work is done within seconds and can fill available time with new jobs. Furthermore, if a new call comes in near to a current employee location, the manager can rearrange work to minimize travel time and fuel costs.
- *Improved billing accuracy*
After implementing JumpStart Wireless, colleges, universities, and school districts notice a 10-15% increase in chargebacks. Because job entry is immediate, the field-based maintenance workers remember all the activities performed and parts used. Consequently, hourly billing is tracked accurately without “rounding down” or guessing at the end of the day.
- *Inexpensive GPS technology*
Location based services can be packaged with BusinessSuite, enabling proof of service and fraud prevention. It is now easy to verify that field service actually performed a maintenance task at the location claimed. This verification deters employee fraud and unauthorized use of the employer’s equipment. Furthermore, this verification is useful when a department questions a chargeback.

These wireless benefits have long been available to the largest service delivery organizations. With wireless devices experiencing dramatically decreasing prices and rapidly expanding capabilities, JumpStart’s patent-pending software completes the solution: even smaller educational organizations can now acquire fully customized wireless business software without paying hundreds of thousands of dollars for hand-crafted, one-off wireless programs.

Wireless Benefits for Colleges, Universities, and School Districts

Management can obtain greater oversight, accountability and productivity with activities in the field using wireless applications. Specifically:

- Management can wirelessly provide routing schedules and task lists in real time to either area supervisors or individual field staff employees. Detailed information (previous work performed, scheduled preventative maintenance, etc) is provided from backend scheduling and facilities management systems to field staff. In turn, the maintenance staff documents their tasks on hand-held devices, with updates automatically delivered back to the dispatch, project tracking, accounting and payroll systems. Information can flow back and forth throughout the day, allowing instantaneous tracking of work order progress. Because paper is eliminated, office staff can be reduced or assigned elsewhere.
- Time can be entered from the field as tasks are completed, thereby increasing the accuracy of reporting, accounting, and chargebacks
- Punchlists and quality assurance checklists can be completed on-site, improving quality and permitting up-to-the-minute reporting and more rapid chargeback processing
- Safety and recovery procedures can be specified as specific check list items to reduce liability risks and insurance costs
- Subcontractors, inspectors and vendors can be notified or scheduled for follow up tasks or returns to complete a job which didn't pass quality assurance
- Equipment utilization can be tracked for standard maintenance scheduling and materials usage can be monitored for inventory control and restocking
- Crews can log equipment in and out of school or district-owned vehicles and they can also document tool borrowing between crews to reduce equipment misplacement or theft
- College, university and school district administrative staff can track and monitor all change requests if required
- Real time reporting can provide minute-by-minute status updates of task completion, particularly for emergency repairs
- Image capture capabilities enable field techs to take before and after pictures of repairs or to document broken equipment, water damage, etc.
- GPS capabilities can provide school and district administrators with a birds-eye view of where school assets are located as well as progress of employees and work crews on assigned work orders

Summary

Wireless business software provides enormous financial as well as intangible benefits to university, college, and school district field services organizations that utilize JumpStart's BusinessSuite. Benefits derived by colleges, universities, and school districts include improved

quality of services, elimination of paper, reduced costs due to productivity enhancements, more timely reporting, and more accurate chargebacks. By using the benefits of JumpStart's wireless applications, colleges, universities, and school districts can reduce costs while improving performance.