MANAGE YOUR MOBILE WORKERS AND FIELD OPERATION ON THE GO

Managing a field service operation is not an easy feat. Organizations that manage a mobile workforce face an increasing number of challenges to ensure customer commitments are met and mobile workers are maintaining the highest standards of service. With field-based work becoming increasingly complex and critical it is vital that managers and supervisors have the visibility and insight they need to manage their team most effectively.

Trimble FieldMaster Supervisor is a mobile application that provides real-time information to supervisors about their fleet, work and mobile worker status to help them manage their team and the workflow while out on the road.

Enhanced features allow managers visibility into what is happening in the field. They can view the day’s tasks and their status, view their team on a map, find their nearest team member and perform audits while on site. With FieldMaster Supervisor, managers can remotely run their day-to-day operation, collaborate with their team and capture data from the field for reporting and analysis.

KEY FEATURES

- View individual team member’s logs, their daily travelled path, the day’s tasks and their performance history
- Easily find nearest technician or key location
- Add key locations while in the field
- Inspect work, capture photos and document performance at the work site
- Access real-time exception reports on key areas such as speeding, idling and unauthorized use of a vehicle
- View jobs that have been dispatched to technicians as well as the status of each job

KEY BENEFITS

- Empowers supervisors to spend time in the field inspecting job progress while managing their team remotely
- Keeps supervisors fully informed about task progress, technician location and work performance and react if jobs are in jeopardy
- Enables on-site auditing of performance and compliance to ensure service excellence
- Allows the closest technician to be found if a task is at risk
- Helps manage fuel costs and risky driving with pre-set alerts
- Provides an easy to use management tool, downloadable to a tablet or smartphone

LEARNS MORE

www.trimble.com/fsm
Field Service businesses know that an efficient, effective mobile workforce is key to a successful field operation. When technicians are at a job site, they are the face of the company and an indicator of the company's competency. However, managing a remote team can mean that it is difficult to get the visibility of what is happening in the field or know just how well a team is delivering service to customers.

FieldMaster Supervisor allows those managing teams to use their iOS or Android smartphone or tablet to easily locate where their workers are during the day when they want to perform a field audit or remote inspection. Supervisors can leave the office but still have access to their team's location, status, work schedule and progress, without being tied to their desk. Once onsite with their team members they can capture notes and audit their performance in the field, helping streamline the inspecting process and ensuring they are complying with the company standards.

Along with alerts about jobs that may be in jeopardy, Supervisors can also be sent real time updates about speeding alerts, idling or the use of vehicle outside work hours, all of which helps them manage a safer and more efficient team. Being able to identify problem areas quickly and resolving them is invaluable when managing a mobile field team. FieldMaster Supervisor is available with Trimble Work Management and Trimble Fleet Management, cloud-based solutions that transform the productivity of your work, workers and assets in the field.

The FieldMaster Supervisor app is easy-to-learn and easy-to-use, making it the fastest way to empower your supervisors, increase your company's efficiency and optimize service to your customers.