GREEN serve | Solutions Connecting you to your Mobile Workforce

The GreenServe Solution focuses on remote field service and job-carding operations, specifically where electronic transacting is required. It is a proven innovative job-carding management solution that facilitates right-time operational and transactional visibility throughout the operational work flow cycle.

What you get with GreenServe

This mobile electronic proof of service Solution includes:

Service Calendar scheduling
Back-end users have a centralised view of all Operators' Job-cards for the current day, future planned and historical.

Service Calendar drill down
Back-end users can drill down into Operators' tracking records, milestones and schedules from within the Service Calendar.

Service Calendar status colours
The current status of activities being performed by Operators is colour-coded based on progress. This enables back-end users to view progress of activities without having to contact Operators for updates.

System assisted scheduling
Based on Operators' capacity, time-off, working hours and proficiency, the system can recommend the most suitable Operators to perform a specific Job-card activity.

Service type
Parameters are specified for the services that are offered to customers, thereby enabling the selection of the correct Operators to perform the given service.

Scheduled vs. Actual
When Service Activities are planned, scheduled start and end times are defaulted from the type of service being offered to the customer. The actual start and end times are automatically recorded from the mobile device.

Operators' schedules
Operators' working hours are specified, which allows accurate scheduling, especially where shift workers are employed.

Operators' time-off
Time-off such as sick and paid leave can be entered so that users do not incorrectly schedule Operators that are not available.

Milestone tracking
At every milestone of the operational process, a tracking record is sent from the mobile device to the back-end. These records contain the GPS coordinates, start and end times of the milestone which in turn allows for productivity reporting.

Boot-stock
Each Operator can have his/her own boot-stock set up. When performing a boot-stock check, the Operator confirms the quantities available in boot-stock. When an item is used, the quantity in boot-stock is reduced.

Products
In addition to boot-stock, Operators can use specifically allocated products for the current case/job-card. These products are originally added to the Job-card by back-end users and are then available for Operators to use.

Serialised products
Products may be set up as serialised products in the back-end. Such products enforce barcode scanning on the mobile device, which ensures that the serial numbered items are tracked at time of use.

Product testing/QA
Certain products that are installed may require testing to be performed. In such cases, testing/check-list screens are presented to the Operators to complete.

Assets
Customer and organisation assets are maintained.

Satisfaction
With GPS coordinates and validation at completion of activities, customers can indicate their satisfaction with the service provided, directly on the mobile device.

Benefits

- Accuracy and real-time visibility

- Remote Operator/Driver/ Technician management

- Exception reporting and management

- Real-time monitoring and updates to mobile devices

- Management information and continual improvement

- Optimised management of job-card scheduling

- Access to right-time ePOS information

- Pro-active customer service

- Pro-active management of resources

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Real-time information to help you manage 'invisible' field workers

Return on Investment

- Elimination of unaccounted for and lost job cards

- Reduction in debtor days and customer queries as a result of ePOS

- Reduction in paper use and data capture

- Reduction in document scanning and copying

- Reduction in customer claims as a result of ePOS

- Reduction in credit notes as a result of ePOS

- Reduction in goods lost in transit as a result of product/item control on mobile devices and back-end

- Reduction in overtime as a result of optimised scheduling

- Increased productivity as a result of optimised scheduling

- Improvement in fuel utilisation as a result of efficient scheduling and visibility of Operator/Driver/Technician activities

- Reduction in communication costs as a result of workflow progress visibility and efficient scheduling

- Reporting, document generation and storage

GreenServe Unique Offering

- Comprehensive web-based Solution

- Scheduling calendars

- Operator/Driver/Technician management

- Operator/Driver/Technician tracking and productivity data

- Asset management with last known location coordinates

- Integrated mobile Solution for job-card activities and sign-on screen

- Optional integration with existing systems

- Continuous improvement

- Full software support and server hosting

- Appropriate reporting and Dashboards

About ECS

Our Vision
Connecting Solutions to Sustainable Business Performance.

Our Mission
To be a centre of excellence in innovative productivity, energy and mobility management Solutions, driving improved performance and emissions reductions to support our customers' sustainability objectives.

Our Solutions
provide our customers with the ability to transform their operational processes. Our mission is to measurably improve operational excellence together with providing and deploying technology as an enabler. Our offers are to be greater than merely solving current technology needs of the customer or providing point focused solutions. Rather, we focus on empowering our customers to continuously enhance and optimise their business operations. This approach will differentiate us from purely technology-based solutions currently available in the market.

Central Database
- Milestone Tracking
- Reporting
- Workflow

Back-end Schedule
- Case/Job-card
- Spares
- Service Activity

Back-end Resolve
- Review Completed Activities
- Resolve Case/Job-card

Mobile Device Activities
- Retrieve
- Update
- Confirm Asset
- Complete

Mobile Device Logon
- Vehicle Inspection
- Boot-stock Check
- Spares Check

GreenServe Full Operational Cycle

"This is going to open a whole new world to SGB-Cape."

- R. Du Plessis, Contract Administrator, SGB-Cape

ECS HEAD OFFICE
Suite 5, Hillcrest Office Park, 2 Old Main Road, Hillcrest, KwaZulu-Natal, South Africa
P.O. Box 2596, Pinetown, 3600, South Africa
Tel: +27 (0)31 7650443 • Fax: +27 (0)31 7650444

info@enerserv.co.za
www.enerserv.co.za

SABS ISO 9001