

Cognito iQ Mobile

Used by the UK's leading Field Service and Facilities Management organisations

Cognito iQ Mobile is a cutting edge cloud-based mobile workflow solution, that transforms organisations by connecting and enabling workers in the field with the back office, in real-time.

For Field Service and Facilities Management companies with over 100 field workers

Cognito iQ Mobile:

- Provides field workers with all the information needed to complete Tasks
- Connects workers to information and updates in real-time, reducing errors and ensuring SLA and HSE compliance
- Captures all task activity and non-task activities throughout every shift
- Creates electronic timesheet
- Gives back office managers a complete end-to-end picture of individual shifts
- Increases efficiency and First Time Fix Rate
- Configurable workflow
- Compatible with 3rd party software



Cognito iQ

TRANSFORMING SERVICE

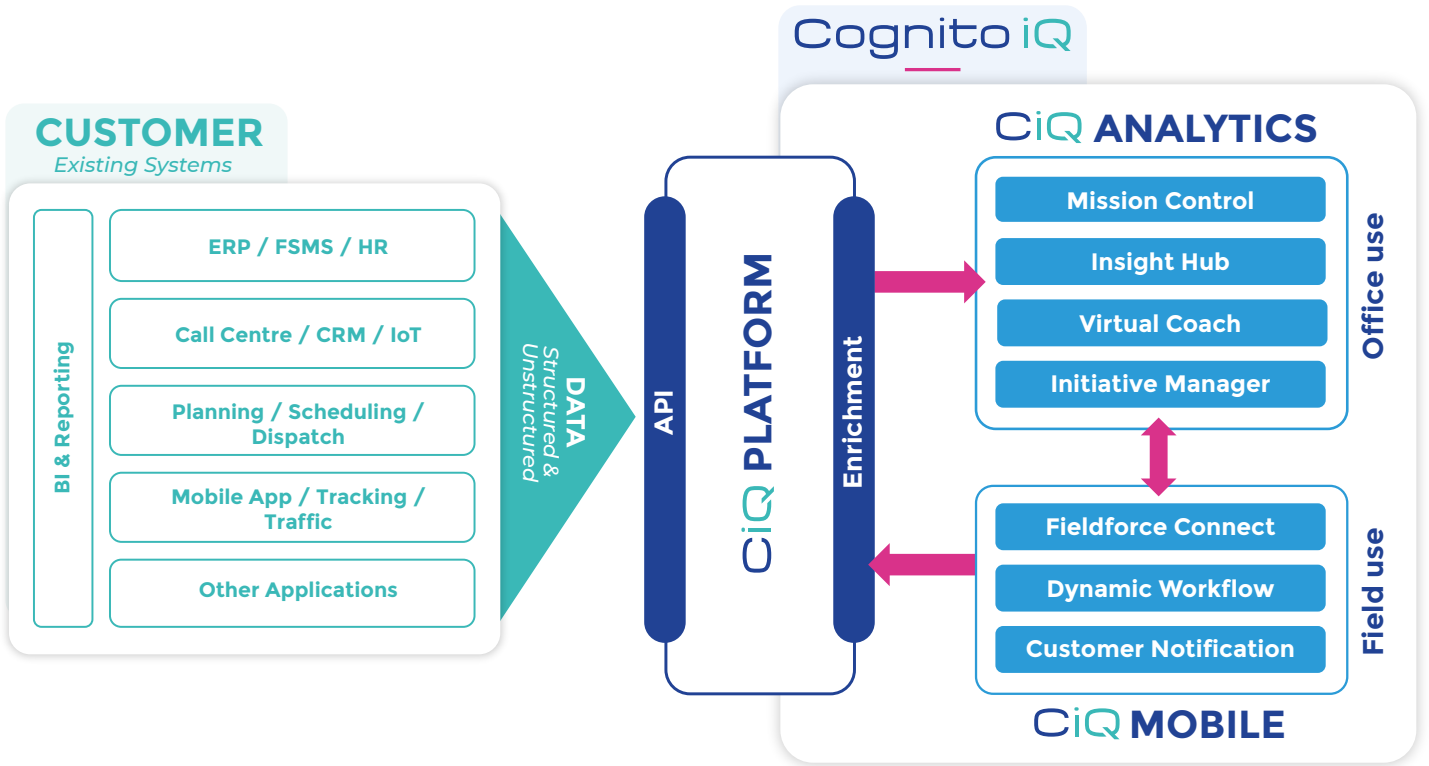
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Features & Benefits

Feature	Explanation	Benefits
FLEXIBLE WORKFLOW	Industry specific workflow: <ul style="list-style-type: none">• Captures worker activities in real-time• Seamlessly guides field workers through each Visit• Fully configurable	<ul style="list-style-type: none">• A workflow which is tailored to your industry specific needs• Ensures workers are guided through each Task in the most efficient way possible• Can be self-configured to meet your business needs as they change
ELECTRONIC TIMESHEET	Generates an electronic timesheet for each mobile worker based on the data captured from the mobile device. Can also be accessed by other departments and linked to back-office systems.	Reduces: <ul style="list-style-type: none">• Time• Costs• Errors associated with paper-based time sheets
COMPLIANCE	Presents a set of configurable check questions at the start of each shift including: <ul style="list-style-type: none">• Vehicle damage report• Personal protection equipment (PPE) checks• On-site risk assessments	<ul style="list-style-type: none">• Ensures your workers are safe and compliant at all times• Helps to keep vehicles on the road and equipment in working order, by highlighting potential issues before they arise
STOCK & PARTS MANAGEMENT	Workers can: <ul style="list-style-type: none">• Manage stock on their vehicles• Complete full inventory checks• Pick up/drop off parts• Scan barcodes	Having a real-time, accurate view of van stock enables field workers to: <ul style="list-style-type: none">• Increase First Time Fix Rate• Reduce Task Duration• Improve customer satisfaction
SMART FORMS	Create pre-populated: <ul style="list-style-type: none">• Certificates• Damage Reports• Risk Assessments• Sales Leads	<ul style="list-style-type: none">• Low Risk deployment and minimal risk to workflow• Significantly reduces the cost and effort of creating bespoke mobile workflows• Drives data capture and improves data accuracy• Reduces administration time
CUSTOMER SURVEY	Workflow generates a bespoke customer survey (Net Promoter Score) when closing Tasks.	<ul style="list-style-type: none">• Provides a real-time view of customer satisfaction enabling organisations to actively influence customer perception• Issues can be dealt with as they arise• Provides key insights into how to improve the customer experience
SIGNATURE & PHOTO CAPTURE	Captures photographs and customer signatures which are linked to the Task.	<ul style="list-style-type: none">• Creates an electronic record of Task completion and the reasons for non-completion• Reduces administration and speeds up billing and invoicing procedures
MANAGEMENT PORTAL	Gives managers access to set up their team and review its activities.	Managers are able to: <ul style="list-style-type: none">• Quickly and easily administer their field force• Access timesheet information• View key Task data• Analyse detailed reports at a granular level: Region-Team-Individual-Task

Integration

Cognito iQ Mobile integrates via a Standard API and is compatible with 3rd Party Software. We offer a truly cross-platform solution which is device agnostic.



We're proud to work with



"The technology has enabled us to look at things very differently and engage the workforce. Cognito iQ Mobile provides innovative solutions which enable our engineers to be proactive in delivering exceptional levels of customer service."

Steve Randall, Head of Service – Centre of Excellence
BDR Thermea (Baxi)

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About Cognito iQ

Our software enables organisations with field-based technicians to break down the barriers between technologies, and work smarter.

By simplifying the way operational strategies are created and executed, we empower teams to collaborate more effectively, operate more efficiently and deliver better service.

Cognito iQ Operational Performance Analytics (OPA) leverages the value in vast amounts of field service data. OPA analyses and evaluates information from multiple data sources to uncover patterns and trends, providing invaluable insights into operation-wide performance.

Cognito iQ Mobile is a secure, resilient, cross-platform environment designed to support the functions carried out by field-based technicians. Business critical workflows empower them to access their jobs, guide them through their tasks and document their progress, in real time.

We inspire continuous improvement, ensuring our customers wow their customers. Together, we'll transform service, when and where it matters most.

For more information, visit our website CognitoIQ.com
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