



Optimatics - Smarter Mobile Workforce Management

Manton Lane, Bedford, MK41 7TL
t: +44 (0)845 330 5757 | f: +44 (0)845 330 5758
e: info@aeromark.co.uk | w: www.aeromark.co.uk



Northgate Managed Services uses Aeromark Optimatics to deliver a better customer service and 12:1 ROI

Northgate Managed Services (Northgate) provides infrastructure services to UK mid-market public and private sector organisations and specialist ICT managed services in education, government, utilities and charities.



Industry Sector
IT managed services

Size
180 field based workers

Key Drivers
Part of a business transformation programme to improve visibility and communication

Summary of Benefits
Complete visibility of mobile workforce and job status

- Accurate, real-time data
- Jobs completed more efficiently
- Improved communication
- Reduced administration and paperwork
- Engineers take most direct route
- More auditable
- Improved SLA's
- Return on investment 12:1

Northgate Managed Services support over 2,000 customers with 420,000 end users and respond to over 100,000 service desk calls annually.

Challenges

Northgate undertook a major transformation programme to help deliver better value to their customers, both in innovative high quality IT services and lower costs. As part of this programme, they identified that their mobile workforce were using a range of tool-sets and processes depending on sector or region and a more consistent approach was needed. It was also evident that technology and improved processes were required to effectively manage the engineers; to improve visibility and communication, helping to reduce costs and increase productivity, whilst improving their service offering.

Solution & Benefits

Aeromark worked closely with Northgate to successfully replace a 5 year old legacy PDA solution and implement Aeromark Optimatics including; scheduling, PDA workflows, job despatch, vehicle tracking and analysis in January 2010. Aeromark continue to work with the company to deliver complete visibility of their mobile workforce and job status.

Jobs are now logged in Service Link where the system and planners use accurate, live (real-time) data to select the best resource for each job, based on skills and location. This functionality means that Northgate get the most appropriate resource to each job and jobs are completed more efficiently.

Engineers now receive, accept and update the status of each job via their PDA improving communication, reducing administration and paperwork and improving the job closure to invoice process. Engineers navigate to the customer site using integrated satellite navigation on their PDA ensuring that they are taking the most direct route.

Business critical information is passed in real time and engineers can capture customer signatures on the PDA as proof of service. Once a job is completed the information is fully integrated into Northgate's existing service desk system.

With increased visibility of their resources and real time transfer of information, Northgate's business processes are now much more auditable, with details of each stage of the workflow, from job receipt to completion. Visibility of job history and contractual commitment has improved: allowing Northgate to improve SLA's and enhance the level of service offered to existing customers.

The successful deployment of Aeromark Optimatics has also resulted in significant improvements in engineering productivity which has helped to cut operating costs, reduce emissions and in turn increase profitability, delivering a return on investment of 12:1.

Future

Unlike previous mobile management systems, this next generation system which uses dynamic workflow technology has the flexibility to continuously innovate as the organisation evolves. This provides Northgate with the capability to extend and adapt the service as they grow.

"We are extremely pleased with the results which have exceeded our expectations. We look forward to continuing to work closely with Aeromark and further developing the system to meet the ever changing demands of our customers and the industry," said James Turnbull, Managing Director, Infrastructure Solutions, Northgate Managed Services.