

# Cognito Mobile Workforce Management Products

## HIGHLIGHTS

A complete solution:

- Real-time data
- Secure and managed data network
- Back-end systems integration
- Managed client workflow
- Tracking
- Scheduling
- Reporting

“No other company can provide the same type of service as cognito; there really is nothing else like it in the market”

Clive Taylor, IT Manager, Avery Weigh-Tronix.

## WORKING WITH COGNITO®. MOBILE WORKFORCE MANAGEMENT PRODUCTS

Successful Mobile Workforce Management comes from the careful selection and deployment of hardware and software technologies that are tailored to the unique requirements of a mobile field workforce and correctly integrated with a businesses' back-end systems. With nearly 20 years experience and over 150 Mobile Workforce Management solutions, Cognito has a complete product portfolio to meet any business application needs.

### REAL-TIME DATA

A fundamental element in great customer service is knowing at any time exactly where you sit as regards the timely execution of customer commitments. This can only be achieved through the use of real-time data: not just location, but also status; telling you where your people are and how they are progressing with a current job, or their journey to the next one. Real-time data will apply not only to human, but also to physical assets such as the parts and equipment necessary to effect service resolution, information that may only become available once the engineer is on site.

### SECURE AND MANAGED DATA TRANSPORT

Resilient, secure and audited communications are a key component to any company that moves mission-critical data outside its firewalls. Public concern over the protection of personal information, as well as the commercially sensitive nature of much customer information underlines the need for a robust approach to data protection.

### INTEGRATION WITH ENTERPRISE SYSTEMS

Any business will have a range of back office systems that manage various business-critical processes, such as ERP and CRM. Integration with these existing investments, using the latest component-based programming techniques allows Cognito Mobile Workforce Management solutions to improve ROI on existing investments, as well as creating new value opportunities from its real-time capture of field-based customer data.

### MANAGED WORKFLOW

Understanding the work practices of mobile workers, and mapping them to the needs of the business is vital to create a manageable and strong mobile workflow that genuinely assist both users and the company to add value to customer service. Cognito's workflow applications significantly speed up the development and deployment of a Mobile Workforce Management solution.



**“Cognito demonstrated a high level of understanding of the complexities involved in providing a resilient Mobile Workforce Management solution. It was clear that they had knowledge, experience and the technology that matched what we were looking for”**

Mike Tomlinson, Project Manager, PME

The demands of increased competition and the need for ever higher levels of customer service place unique demands on a company’s field workforce. The effective and efficient management of this key element in a company’s business can be the difference between success in the form of profitable business retention, and failure.

### TRACKING

Knowing the location and travel situation of your people and assets is a key part of building a comprehensive Mobile Workforce Management solution. GPS tracking and RFID technologies allow you to hold a complete picture of your business, the raw data feeding different business logic to build your overall service offering.

### SCHEDULING

With accurate knowledge of your assets, commitments and status, you are then in a position to calculate the most cost-effective way to get the work done and to schedule it. In the past, much of this work was performed by staff in the office, using experience and skill to create work rotas that were then communicated to field staff. Increasingly this job is being given over to software systems running on today’s powerful personal computers. Running sophisticated programs developed using the latest statistical techniques, it has become possible to schedule more work for existing field staff using fewer back office staff. This has the effect of raising productivity whilst at the same time lowering costs.

### REPORTING

Reporting, both internally and externally on your Mobile Workforce Management performance allows you to communicate effectively with staff and customers on your service delivery, contributing to your company’s good standing and to the timely invoicing of work. By using real-time tracking and location information you can also demonstrate compliance with legislation relating to the safety and working practices of your staff.

### WHY COGNITO

With nearly 20 years experience and over 150 Mobile Workforce Management solutions, Cognito has direct experience of the many elements that come together to create sustainable competitive advantage. Cognito is one of the few companies with a sufficient level of experience to tie together the key components of tracking, real-time data and scheduling and to deliver them to companies as a powerful mixture of consultancy, design, delivery and support. Working alongside your business we can build a comprehensive Mobile Workforce Management solution that fits your unique needs and delivers sustainable competitive advantage.

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