

The Cognito Knowledge Centre

STEPS IN DELIVERING YOUR SOLUTION

1. Correct analysis of the Mobile Workforce Management requirement and appropriate workflow
2. Presentation of a solution
3. Simulation of the solution
4. Design and specification
5. Implementation
 - A. Trial
 - B. Approval
6. Full rollout
7. User acceptance testing
8. Sign off
9. On going support

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

Mike Tomlinson, Project Director, PME

DESIGN AND DEPLOYMENT OF WORLD CLASS MOBILE WORKFORCE MANAGEMENT SOLUTIONS.

The Cognito® Knowledge Centre gives our customers ready access to our nearly 20 years of experience in the development and deployment of over 150 successful Mobile Workforce Management projects. The Knowledge Centre is a key benefit of your relationship with us, offering a complete range of services from initial discussions and on through consultancy and project management, to the support and development of running solutions. Our practical experience, market knowledge and structured approach will add a new dynamic dimension to your business.

MARKET KNOWLEDGE

Because Cognito is continually involved in Mobile Workforce Management projects in various market sectors and countries, we are able to stay up to date on the latest developments in technology, strategic business thinking and industry trends. Working with the Knowledge Centre, you will be able to benefit from a broad range of best practice, and to tailor it to your business.

CONSULTANCY

Knowledge Centre staff are able to consult with your IT, Line of business and financial stakeholders to discuss the key drivers for your business. As a result of this, we can recommend specific technology approaches that build on your existing systems investments and which match the requirements of the different departments. By consulting across the business, Cognito is able to identify innovative and manageable approaches to Mobile Workforce Management that benefit the whole company, with minimum impact on existing systems and processes.

PROFESSIONAL SERVICES

Once the general approach has been agreed, Knowledge Centre staff use their expertise in design, development and deployment to get your solution up and running as fast as possible.

DESIGN

Cognito's Knowledge Centre team will work to identify the 'best fit' solution for your business, building on our proven referenceable successes with our existing customers and partners.



“Cognito’s managed service support is first rate. They handled the entire rollout and configuration of the mobile devices just as they said they would”

Paul Bonser, Information Systems Project Manager, Scottish Borders Housing Association

Our solution designs are built from a comprehensive knowledge of system components, complementary software, hardware technologies and suppliers. Our expert advice allows you to select the appropriate products and services to link your back office and field business processes in a seamless, real-time solution.

DEPLOYMENT

Selecting a solution is not enough. It is speed and success of deployment that maximises Return on Investment.

The Cognito Knowledge Centre team is experienced in supporting customers in the establishment of clear project expectations and achieving close alignment between technical capability and project requirements. We work closely with our customers to manage the delivery of projects through the use of structured methodologies to meet expected outcomes on time and on budget with minimal disruption to normal operations.

EVOLVE

Business does not stand still and is continually evolving. Cognito is committed to our customers, staying close and understanding their strategic direction. We seek to bring forward the right technology for evolving business needs, as a result of which our customers can realise the full potential of mobilising their key business processes quickly, with minimal risk, and with the confidence that the solution will grow with their business.

Cognito Limited
Benham Valence
Newbury
Berkshire
RG20 8LU
United Kingdom

Enquiries: +44 (0)1635 508200
info@cognitomobile.com

www.cognitomobile.com