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**P**lanning Product news

# Intelligent workforce management platform gives service directors better control

**F**ieldForce IQ, a new suite of tools from Cognito, is a field service management solution that combines performance management tools with advanced scheduling and intelligent workflow in one integrated platform. This, states Cognito, ensures the delivery of benefits across the entire service organisation down to the individual worker.

Developed in response to market conditions, FieldForce IQ is claimed to be highly flexible and interoperable and contains performance management, operational control and job delivery modules.

The operational control functionality includes job management, dynamic scheduling and location based services to enable service organisations to operate automatically 90 per cent of the time. For the exceptions, which require management intervention, FieldForce IQ provides real-time management control and reporting capabilities.

## Best performance

The job delivery functionality enables optimised schedules to be converted into actions for the field force by providing schedule management, intelligent workflow, event management and knowledge management tools at the level of the individual worker. This enables service organisations to define and control exactly how work should be carried out, while supporting field operatives to deliver of their best performance.

The performance management module

enables service executives and managers to review performance quickly across a range of measures using the balanced scorecard; drill down to identify root causes and corrective actions with the decision support dashboard and align field operatives through an employee performance management dashboard.

The product's advanced information and infrastructure management tool underpins the capabilities of the performance management, operational control and job delivery modules. It supports all aspects of the infrastructure, from monitoring of message delivery, signal coverage and network connectivity, to legacy system integration and overall system performance.

## Significant market research

Jonathan Chevallier, strategic development director at Cognito, commented: "The product is not just a result of R&D investment, but of significant market research which has shown that whilst most workforce management systems deliver significant benefits, many fall short of their full potential. We want to provide a product that can unlock that hidden potential as we understand the pressure service directors are under having to grapple with ever increasing customer expectations whilst cutting costs."

He continued: "The challenge is that with many workforce automation deployments the benefits leak away as a result of many small, seemingly insignificant actions. FieldForce IQ's integrated performance management enables directors to keep a sharp focus on the

performance of their service organisation and align the actions of their employees with their business objectives."

According to Cognito, the dedicated real-time data network is designed to ensure 100 per cent data deliverability and reliability, with a complete time-stamped audit trail of all communications within the system, as well as any corporate application interfaces.

FieldForce IQ supports Cloud-based Software-as-a-Service technologies, with the ability to cope with peaks and troughs in demand, and to add or remove users as required. It supports multiple device types and formats, including smartphones, PDAs, tablets or laptops and can work alongside existing service management and scheduling solutions. ●

## Cognito at a glance

Founded in 1992 Cognito is a specialist mobile systems integrator, with a delivery model that enables customers to concentrate on running their business rather than managing the complexities of their mobile workforce. The company reports that its solutions are enabling organisations with large mobile workforces to deliver consistently superior service at a lower cost. Cognito offers managed services on behalf of many blue chip companies including Konica Minolta, 2e2, npower Hometeam, Baxi Heating, and Volvo CE.