# forcelink
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## POWER DISTRIBUTION

## FORCELINK
### MOBILE FIELD SERVICES ERP

**Forcelink** is a mobile Field Services ERP system which is offered in a cloud technology model, or Software as a Service (SaaS) model, which is a low risk and cost effective model.

# ABOUT FORCELINK

The Forcelink™ system consists of a web-based management Back Office which serves as a Service Desk, and a mobile application which can run on a wide variety of standard mobile phones and tablets. The solution comprises comprehensive asset data collection and management functionality, including sophisticated data collection templates, and makes use of the handheld's GPS, camera, bar-code scanning and navigation functionality to ensure that users can accurately get to the site, capture information correctly with minimal free-text entry, and use photos and GPS tracks as proof of time and place.

The system provides integration services to integrate to back office business applications such as Accounting systems, HR, Work Management, Plant Maintenance, Customer Information systems, GIS, ERP, etc.

With minimum up front capital expenditure, the system can be deployed in a few weeks, depending on integration complexity and scope. Our clients do not have to worry about managing support and maintenance contracts, and their related additional costs, costs for hardware and other 3rd party software, such as relational databases, GIS or mapping software, etc. Furthermore, being a web based solution in a cloud model means that the system is available all of the time, and can be accessed from anywhere, using any web connecting device. This includes cell phones and tablets.

*The solution is hosted in three different data centres in country in the UK, Ireland, South Africa and Australia to ensure 99.9% availability of the system 24/7.*

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## MODULES

## Increase in customer retention– accurate and constant communication to and from the field.

### CUSTOMER RELATIONSHIP MANAGEMENT
A complete back office and mobile CRM to manage all interactions with clients in real-time.

### ASSET MANAGEMENT
A complete back office and mobile AM module to create and manage asset registers, asset tracking, asset lifecycle and financials.

### MATERIALS MANAGEMENT
A complete back office and mobile MM module to manage stores, stock, purchase requisitions and purchase orders.

### RESOURCE MANAGEMENT
A complete back office and mobile RM module to manage time and attendance, resource tracking and skills management.

### SCHEDULING
Enables the back office to do micro scheduling of the field resources on a Gantt chart.

### MAINTENANCE MANAGEMENT
A complete back office and mobile CMMS module to manage planned maintenance activities.

### DISPATCHING
Enables the back office to do geo-spatial dispatching of events to the mobile field resources.

### WORK MANAGEMENT
Enables the back office to deal with customer calls, manage emergency work, work requests and client quotations.

### MOBILE WORK MANAGEMENT
Enables field resources to provide feedback on work, quotations and work requests, conduct field inspections/audits, and capture info such as photos, GPS coords, barcode scans.

### BUSINESS PROCESS FLOW MANAGEMENT
Allows the system administrator to configure any businesses process flow and apply complex business rules for the back office and the mobile users.

### ADMINISTRATION MANAGEMENT
Allows the system administrator to configure appearance, reference data, business rules, global settings, and user account administration.

### SUB-CONTRACTOR MANAGEMENT
Enables master- and sub-schema setups to manage subcontractors. This functionality allows for asset register collaboration, SLA management and work outsourcing

### REPORTING
Enables users to create ad hoc reports, standard reports and dashboards.

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Forcelink's extensive configurability and standard modules makes it a perfect tool to implement your Asset Management Strategy.

Functionality for Power Distribution Utilities includes (but not limited to) :
• Outage Management
• Meter Management
• Planned Maintenance
• Asset Management
• Field Asset Verification including geospatial attributes
• Subcontractor Management

Forcelink improves customer service by enabling quick and efficient dispatching of the right resource to the right location to execute work.

## OUTAGE MANAGEMENT

*Service Management  (Customer Call Logging)* - Enable a call center to effectively log client requests. Clients can also log requests via email or directly via a client portal.



*Work Management (Work Allocation)*  - Allocate work to internal technicians or 3rd party vendors. Field resources execute work and gather data via Forcelink Mobile.

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## OUTAGE MANAGEMENT

**Network Operations** – Management of Outage Events & Investigations, Abnormal Plant, Control Plant Incidents and Investigations and Planned Outages.
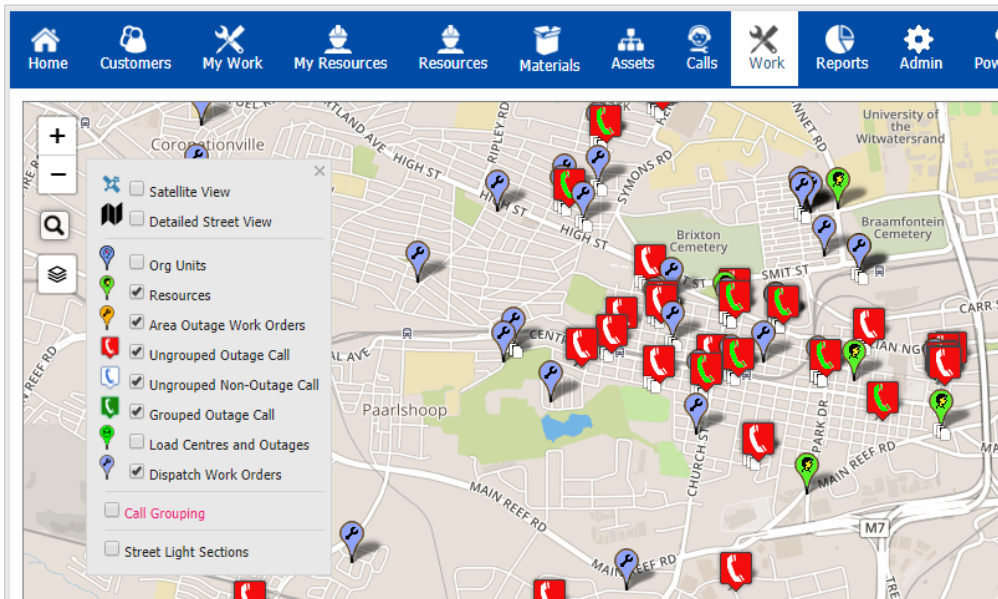
**Regulatory Reporting** – SAIDI, SAIFI, CAIDI, CAIFI and other regulatory KPI reports.

### Reports

| Name |
| --- |
| Abnormal Plant Report |
| Accumulative Total Faults and NPR Faults |
| Regulatory KPI's |
| Detailed Tripped Device Count |
| FRS - Outstanding Root Cause Count (Current) |
| FRS - Outstanding Root Cause Count (Historical) |
| FRS - Outstanding Root Cause Investigations Report |
| FRS - Root Cause Pie Per Chart (per depot) |
| FRS - Substation Functional Locations Signoff Report |
| NER Restoration Report |
| NER Restoration Report (Using Call Actual Finish) |
| NER Restoration Report per Depot |
| NER Restoration Report per Depot (Using Call Actual Finish) |
| Network Performance Report |
| Substation Functional Locations Export for SAP PM |
| Weekly Repeat Trip Count |

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## METER MANAGEMENT

*Meter Readings, Meter Audits & Inspections* – Scheduling and allocation of tasks and comprehensive data capturing in the field using mobile, including photos, bar code scanning and GPS coordinates.
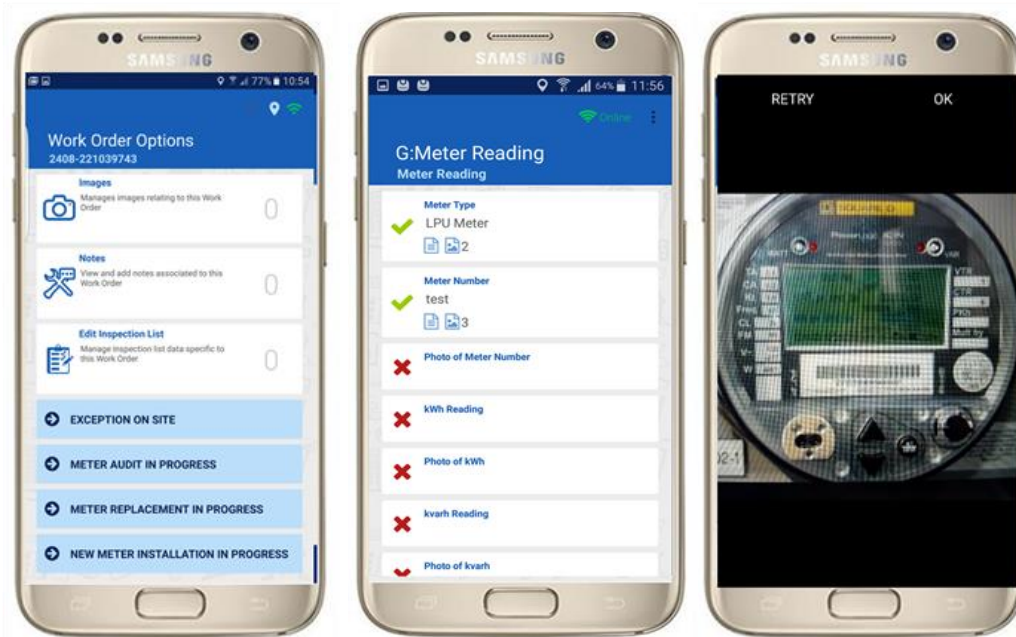
## ASSET MANAGEMENT

*Asset Capture & Verification* – Full Asset capture and verification functionality in the field via the Mobile app. Barcode and RFID tag scanning to identify assets. Data validation to ensure completeness and correctness of data captured.

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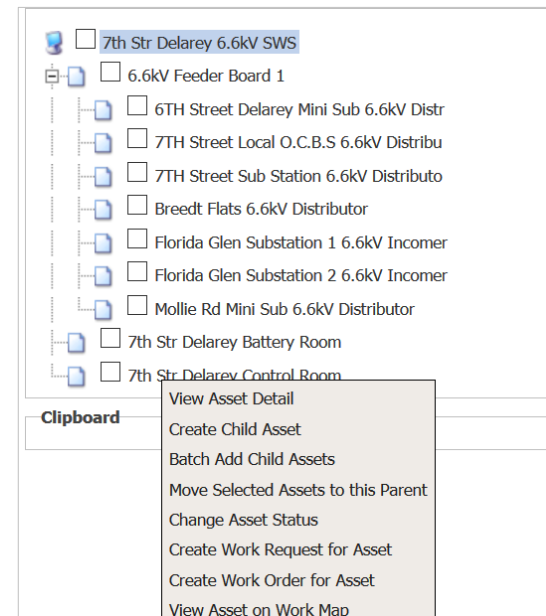
**BENEFITS**

**Improves performance – the right resource to the right location first time**

Get field staff to work locations quicker

Reduce telephony costs between the back office and the field

Manage sub-contractors field activities and Service Level Agreements

Quicker interaction between Service Desk and Field Service Engineers

Audit trail of everything, both on the back office and on the mobile

Improve customer service, by engaging the customer on the mobile and providing customers with mobile engagement applications

Faster and clearer invoicing with integrated workflow (quotation, PO, invoice all linked)

Integrated Reporting, both on the mobile and the back office

# CONTACT US

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