

TRANSPORT MANAGEMENT

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 console application 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, 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 Cape Town, Johannesburg, and in the Republic of Ireland to ensure 99.9% availability of the system 24/7.



Increase overall profitability –
Productivity directly impacts
profitability (Especially if you
are a services company)

A graphic with a blue background showing a hand interacting with several interlocking gears. Each gear contains a white icon representing a business concept: a target, a document with a pencil, a bar chart with an upward arrow, a checkmark, a handshake, a clipboard, and a group of people. Below the graphic is a blue banner with the text "KEY BENEFITS" in white.

KEY BENEFITS

- **Increase productivity** Improve speed and accuracy of work allocated to field resources
- **Improve Cash Flow** Reduce administration, speed up estimating and sending quotes, faster invoicing
- **Improve Customer Service** Improve customer communication using standard mobile technology, view and share status with multiple users
- **Reduce Administration and Operational costs** Reduce field downtime, mileage and repetitive data capture and entry
- **Low Cost** No upfront license costs, low running costs, , monthly payments. Pay as you go and scale as you need
- **Accurate Reports** Configurable and fixable reporting
- **Technology Choice** Operates on Android , and iOS smart phones and tablets.
- **Real-time Status** See work status, field resources, customers on real-time maps, drag and drop assignments
- **Accurate Issue Diagnosis** Instant feedback from location
- **Highly Configurable** Forcelink is flexible and configurable
- **Fully supported and updated** Forcelink issued new functionality on a regular basis, and involves customers in the product development roadmap
- **Integration** Forcelink is designed for integration, we have experience with direct integration (e.g. SAP PM, IS-u) and middleware, from simple uploads to real-time web services
- **Informed by Expertise** Forcelink is designed and developed by experts in work management systems with deep domain knowledge from multiple implementations of expertise software

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.

TRANSPORT MANAGEMENT

Forcelink's extensive configurability and standard modules makes it a perfect work management solution in the transport space.

Functionality for transport Management includes (but not limited to) :

- Call Management
- Work Management
- Facilities & Equipment Management
- Materials & Stock Management
- Maintenance Management
- Sub-Contractor Management

Forcelink improves customer service by enabling quick and efficient dispatching of the right resource to the right location to execute work which includes Corrective and Planned Maintenance services.

A flexible mobile-enabled Computer Aided Transport Management solution – manage Calls, Assets, Sub-Contractors and Inspections



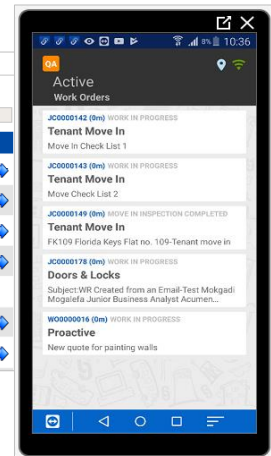
Call Management - Enable a call center to effectively log client requests. Clients can also log requests via email.

Select	Open?	Code	TIC Reference	Assigned Person	Date Created	Priority	Status	Call Creating Group	First Assigned Group	Current Assigned Group
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65438M			20-11-2018 10:29	P1-CRITICAL	Assigned	(TDA) Contract Operators	(TDA) Contract Operators	(TMT) APTMS General
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65423M			20-11-2018 09:59	P2-HIGH	Assigned	(TDA) Contract Operators	(TMT) APTMS Contractor	(TMT) APTMS Contractor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AEM-WR0035490			13-11-2018 13:46	P4-LOW	Assigned	(AEM) Station Contractor	(ICT-W) AFC Contractor	(ICT-W) AFC Contractor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AEM-WR0036699			31-10-2018 15:27	P4-LOW	Allocated	(AEM) Station Contractor	(ICT-W) AFC Contractor	(TDA) AFC Back Office
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65420M	7200216840		31-10-2018 10:46	P3-MEDIUM	Allocated	(TDA) TIC	(TDA) TIC	(TDA) TIC
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65421M	7200217029		31-10-2018 09:01	P3-MEDIUM	Allocated	(TDA) TIC	(TDA) TIC	(TDA) AFC Back Office
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65422M	7200217029		31-10-2018 09:01	P3-MEDIUM	Allocated	(TDA) TIC	(TDA) TIC	(TDA) AFC Back Office
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65423M	7200217029		31-10-2018 09:01	P3-MEDIUM	Work Order Created	(TDA) TIC	(TDA) TIC	(TDA) AFC Back Office
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65424M	7200217029		31-10-2018 09:01	P3-MEDIUM	Work Order Created	(TDA) TIC	(TDA) TIC	(TDA) AFC Back Office
<input type="checkbox"/>	<input checked="" type="checkbox"/>	AFC-WR32296Y			30-10-2018 17:09	P2-HIGH	In Progress	(ICT-W) AFC Contractor	(ICT-W) AFC Contractor	(ICT-W) AFC Contractor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TMT-WR31330			02-07-2018 11:18	P1-CRITICAL	Assigned	(TMT) APTMS Contractor	(TDA) Bus Fleet	(TDA) Bus Fleet
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65419M			02-07-2018 20:29	Logged By Monitor	Assigned	(TDA) Facilities Management	(AEM) Station Contractor	(AEM) Station Contractor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65418M			02-07-2018 20:27	Logged By Monitor	Assigned	(TDA) Facilities Management	(AEM) Station Contractor	(AEM) Station Contractor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	CALL65417M			02-07-2018 20:08	Logged By Monitor	Assigned	(TDA) Facilities Management	(AEM) Station Contractor	(AEM) Station Contractor



Work Management - Allocate work to internal technicians. Field resources execute work and gather data via Forcelink Mobile.

Select	Documents	Alerts	Description	WO Code	Hierarchy	Scope of Service	WO Status
<input type="checkbox"/>			Lights need to be replaced in the Transformer room	WO-0024389	WO-0024389	Lights	Allocated to Facilities Man
<input type="checkbox"/>			Lights need to be replaced in Generator room	WO-0024388	WO-0024388	Lights	Allocated to Facilities Man
<input type="checkbox"/>			Lights need to be replaced in the Electrical room	WO-0024387	WO-0024387	Lights	Allocated to Facilities Man
<input type="checkbox"/>			Coffee shop - Shelf loose	WO-0024386	WO-0024386	Other	Work Complete
<input type="checkbox"/>			Mac Brothers - Door clothes required an door handle for oven	WO-0024385	WO-0024385	Other	Requires Quote
<input type="checkbox"/>			DIY - Toilet lock broken	WO-0024384	WO-0024384	Locks	Work Complete
<input type="checkbox"/>			DIY - Toilets not flushing	WO-0024383	WO-0024383	Plumbing	Work Complete



TRANSPORT MANAGEMENT

A flexible mobile-enabled Computer Aided Transport Management solution – manage Calls, Assets, Sub-Contractors and Inspections



Facilities & Equipment Management - Create and manage functional locations, asset registers, asset tracking, asset lifecycle and financials. Also do asset swaps on work orders through Forcelink Mobile.

Facilities & Assets

Asset View

Asset Code	Asset Description	Parent Description	Asset Category	Asset Type Code
043959	max 07 , aircon unit	Roof	HVAC	AT51
043680	cassette ceiling unit	BPO	HVAC	AT43
043681	ceiling split unit	BPO	HVAC	AT45
043683	split ceiling unit	BPO	HVAC	AT45
043682	ceiling split unit	BPO	HVAC	AT45
043685	single split unit	Enterprise	HVAC	AT45
043684	ceiling split unit	Executive Suit 1	HVAC	AT45
043687	ceiling split unit	Executive Suit 1	HVAC	AT45

CCTV00431 Asset Detail

Asset No *
CCTV00431

Asset Name *
Artscape PTZ Camera

Asset Structure Code
FM001/B001/P01/ZN24/CCTV > CCTV00431

Location
Podium 01 - Zone 24

Asset Type *
CCTV Camera

Linked Material
CCTV Camera

Asset Category
Security & CCTV

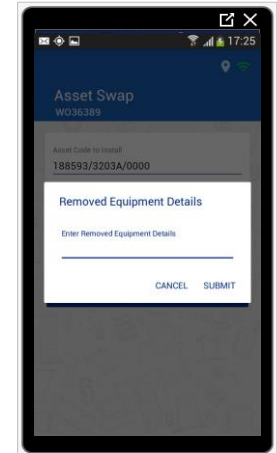
Asset Status *
Active

☐ Maintenance Significant Item?

Org Unit
--Please Select

Owner customer / Allocated to
[None]

Priority
P2 - High



Materials & Stock Management - Manage stores, vendors, equipment and materials stock, purchase requisitions and purchase orders. Also do scheduled and ad-hoc stock takes.

Material Stock

Standard View

Select	Store	Material Description	Material Code	Material Type	Serialised?	Vendor	Unit Type	Stock
<input type="checkbox"/>	Johannesburg	70mm x 28mm rubber button	MT00107	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	2.5mm Vitamax welding rods 5kg	MT00108	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	3.15mm Vitamax welding rods 5kg	MT00109	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	CO2 Copper coated 1.2mm wire 15kg	MT00110	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	2.0
<input type="checkbox"/>	Johannesburg	115 Cutting disc	MT00111	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	230 Cutting disc	MT00112	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	50.0
<input type="checkbox"/>	Johannesburg	115 Grinding disc	MT00113	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	100.0
<input type="checkbox"/>	Johannesburg	Blue multipurpose 3.20 welding rod 6kg	MT00114	Material	<input type="checkbox"/>	SCARLET SUN T/A REAL TIME RAILWAYS SERVICES - SAA	Each	1.0
<input type="checkbox"/>	Johannesburg	QA-1(13mm) 30A S/phase 3kA samite breaker	MT00115	Material	<input type="checkbox"/>	ONLINE ELECTRICAL CC - SAA	Each	8.0
<input type="checkbox"/>	Johannesburg	Cable surfux 2.5mm 2core + E white per meter	MT00116	Material	<input type="checkbox"/>	ONLINE ELECTRICAL CC - SAA	Each	231.0
<input type="checkbox"/>	Johannesburg	Supply and fit sliding door mechanism	MT00121	Material	<input type="checkbox"/>	Dorma SA	Each	1.0
<input type="checkbox"/>	Johannesburg	CBI E/Leakage 63Amp S/Phase 3kA no O/load	MT00124	Material	<input type="checkbox"/>	AVK ELECTRICAL & INDUSTRIAL WHOLESALE - SAA	Each	1.0

Created Stock Take

Date Created *
15 Dec 2017 07:31

Date Completed

Created By
A'della Taljaard

Completed By

Store
Durban Warehouse

New Status
--Please Select

Materials

Expected Quantities

Serial Number	Material	Quantity Expected	Result
RG500CR/ANTENNA	RG500 cradle/Antenna Coupler (Carcomm)	1	Ok
WIRELESS RSM BT24-HC REXON	Wireless Remote Speaker Mic BT24-HC Rexion	1	Ok

Expected Serialised Items

Serial Number	Material	Result
867453021092666	RG730	Not found in stock take
352066090008439	RG910 Tablet	Ok

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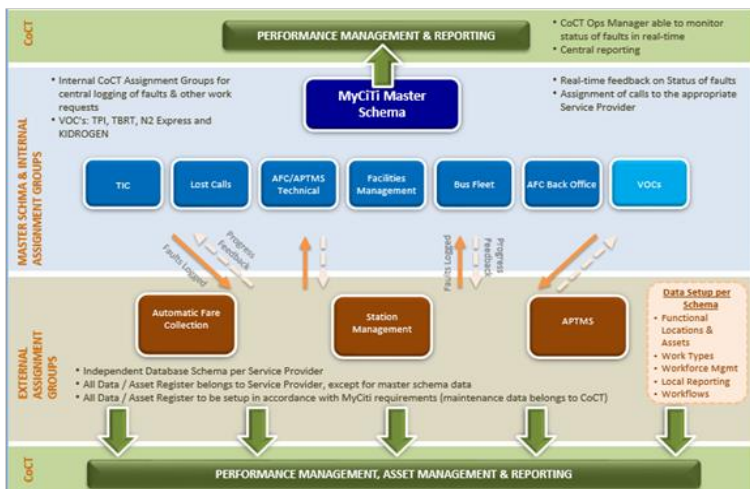
Maintenance Management - Manage pro-active, reactive and planned maintenance activities.

Select	Sched. Work Template	Work Order Code	Planned Start	Status	Priority	Asset Code
<input type="checkbox"/>	AT17 Distribution Board Yearly Schedule ELECv1E	WO-0146356	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	051225
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146193	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031504
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146304	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031505
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146208	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031506
<input type="checkbox"/>	AT48 Air Conditioner Split Unit Yearly Schedule HVACv1A	WO-0146236	01-04-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	A031507
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069155	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048649
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069156	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048650
<input type="checkbox"/>	AT56 Compressor 3 Yearly Schedule MECHv1M	WO-0069157	03-06-2019 08:00	Created	P.4.D. Planned Maintenance and Visual Inspection	048651

Code	Template Name
SWT011	AT10 Windows 5 Yearly Schedule BLDv1C
SWT017	AT17 Distribution Board Yearly Schedule ELECv1E
SWT022	AT19 Generator 3 Yearly Schedule ELECv1M
SWT026	AT19 Generator Yearly Schedule ELECv1E
SWT027	AT20 Hydroboil Yearly Schedule ELECv1E
SWT030	AT23 Speed Drive Yearly Schedule ELECv1E
SWT034	AT26 Transformer Yearly Schedule ELECv1E
SWT045	AT42 Air Handling Unit CW 6 Monthly Schedule HVACv1A
SWT046	AT42 Air Handling Unit CW Yearly Schedule HVACv1A
SWT047	AT42 Air Handling Unit DX 6 Monthly Schedule HVACv1A
SWT048	AT42 Air Handling Unit DX Yearly Schedule HVACv1A
SWT049	AT42 Air Handling Unit Filter 2 Monthly Schedule HVACv1A



Sub-Contractor Management - Enables master- and sub-schema setups to manage subcontractors. This functionality allows for asset register collaboration, SLA management and work outsourcing.



(ICT-W) AFC Contractor	65 AFC Open	14 AFC On Hold	425 AFC Resolved
(TMT) APTMS Contractor	24 TMT Open	31 TMT On Hold	9 TMT Resolved
(AEM) Station Contractor	1244 AEM Open	1614 AEM On Hold	1215 AEM Resolved

Assignment Group *	(ICT-W) AFC Contractor
	-Please Select
	(ICT-W) AFC Contractor
	(TMT) APTMS Contractor
	(AEM) Station Contractor
	(TDA) TIC
	(TDA) AFC Back Office
	(TDA) AFC/APTMS Technical
	(TDA) Bus Fleet
	(TDA) Facilities Management
	(TDA) Contract Operations
	(TDA) Lost Calls
	(TDA) TCCS Vehicle Defect

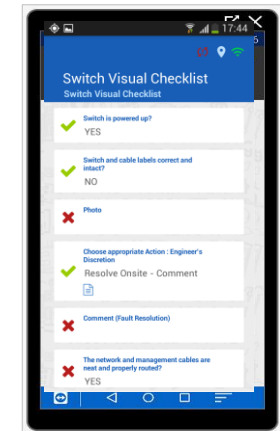
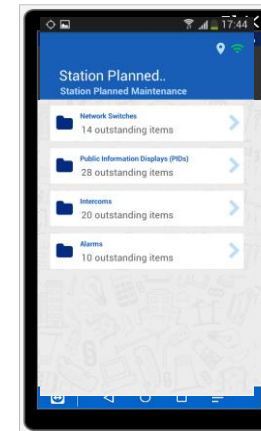
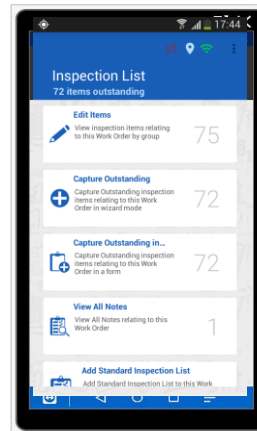
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Inspections – As part of Planned or Corrective Maintenance checklists can be added and then completed on the mobile.

Group Name	Default Workorder Types	Default Asset Types
3 Kiosk Intercoms	0	0
Network Switch Preventative Maintenance Inspection	0	0
Public Information Display (PID) Preventative Maintenance Inspection	0	0
Intercom Preventative Maintenance Inspection	0	0
Alarm Intrusion Preventative Maintenance Inspection	0	0
Station Planned Maintenance	[Preventative Maintenance]	[Bus Station]
Depot Planned Maintenance	[Planned Maintenance]	0
Access Router Preventative Maintenance Inspection	0	0
Depot Network Switch Preventative Maintenance Inspection	0	0
Router AP and Antennas Preventative Maintenance Inspection	0	0
Optic Fibre Transceivers Preventative Maintenance Inspection (OF Transceivers)	0	0
DDM Server Preventative Maintenance Inspection	0	0
DTI Server Preventative Maintenance Inspection	0	0
KVM Module Preventative Maintenance Inspection (VGA Device)	0	0
Bus Planned Maintenance	[Planned Maintenance]	0




Reporting - Enables users to create ad-hoc reports, standard reports and dashboards. Reports can also be scheduled and automatically distributed via email to predetermined recipients.



TDA

CAPE TOWN



MyCITI

Empowering Cape Town
Through Digital Innovation

Q Quick Lookup

Home

CoCT Users

Field Monitors

Materials

Locations/Assets

Calls

Work/Inspections

Reports

Admin

Support

(ICT-W) AFC Contractor

65

AFC Open

14

AFC On Hold

425

AFC Resolved

(TMT) APTMS Contractor

24

TMT Open

31

TMT On Hold

9

TMT Resolved

(AEM) Station Contractor

1244

AEM Open

1614

AEM On Hold

1215

AEM Resolved

(AEM) Station Contractor

1244

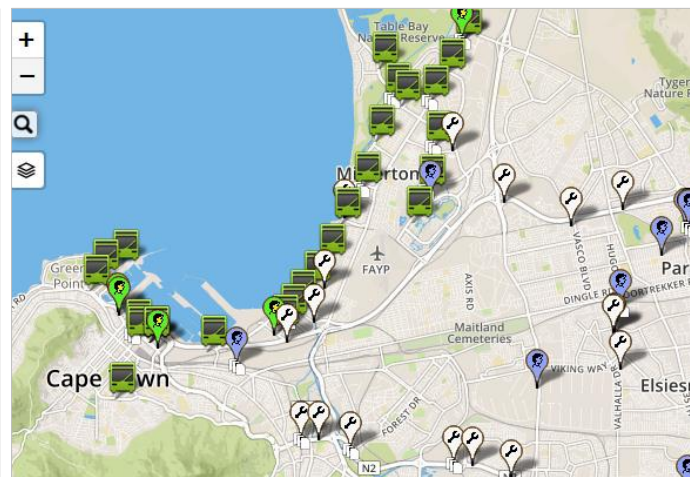
AEM Open

1614

AEM On Hold

1215

AEM Resolved



Reports

Name
MyCITI - Asset Disposal Report
MyCITI - Asset Movement Report
MyCITI - Asset Take On Report
MyCITI - Calls Logged Per Bus Type Report
MyCITI - Calls Logged Per Equipment Type Report
MyCITI - Calls Logged Per Location Report
MyCITI - Calls Logged Report
MyCITI - Inspections - Completed Inspections Summary Report
MyCITI - Inspections - Individual Summary Report
MyCITI - Inspections - Individual Summary Report (BLANK)
MyCITI - Monthly Calls Summary Report
MyCITI - Performance Report

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

INDUSTRIES

Forcelink's extensive configuration tools makes it easily adaptable to multiple industries, as is evident from our vast spectrum of sectors serviced. This includes Utilities, Local Government, Facilities Management, Transportation, Tourism, Security, Forestry, Information Technology, Consulting, and many others.

The common thread between all of our clients is the fact that they all carry out field activities over geographically dispersed areas.

Customer Quote: "Forcelink is a highly functional and flexible system which means that we are able to meet all of our client's requirements and we are able to deploy the system rapidly as we will new Clients" - Mr Gert Olivier, CEO SSG Security.

Increase in service revenues - More work is done with less resources



Utilities



Transportation



Facilities management



Tourism



Asset audits



Petroleum



Security



Information technology



Call centres



Consulting

Customer Quote: "As a manager responsible for grading, I have had the opportunity to work closely and interact with the Forcelink team who have proven that through hard work and follow through and team work tasks are accomplished in a courteous and timely manner"- Ms. Joyce Morontshe, Grading Manager BTO

FAQs

Increase in worker productivity – Schedule your resources optimally and improve communication to and from the field

- **Will I need to make any capital investment in order to use Forcelink?** No. Forcelink is a fully hosted solution which eliminates the need for you to have to purchase and host your own servers and databases. The only capital expenses you might encounter is the need for extra computers for your back office, if required. Apart from that, the cost of Forcelink™ falls mainly under operational expenses.
- **What are the minimum system requirements for my back office to run Forcelink?** You need an entry-level personal computer with at least Windows and Internet Explorer 7, as well as an internet connection.
- **What are the minimum requirements needed for my mobile device to use Forcelink?** You need an entry-level mobile phone that supports native Android or HTML5 to access Forcelink.
- **What industry sector does Forcelink target ?** Forcelink targets any sector that contains businesses where resources are deployed to the field to perform work.
- **Can you interface Forcelink to other back-office applications?** Forcelink is designed to easily interface to other back office applications, such as Accounting, Materials Management, and Planned
- **Where is Forcelink hosted?** Forcelink™ is currently hosted in multiple data centers in South Africa and in Europe.

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Approved Reseller: