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Native Android Private Application for Workforce Tracking

PROJECT OVERVIEW

A leading multi brand Brazilian retailer, operating over a dozen of department stores spread across Brazil that sell everything from appliances and electronics to furniture and telephony equipment.

Company Supervisor faced challenges in terms of tracking the employee ON-THE-MOVE. Hence, they planned to implement a employee management tracking system on handheld devices.

CHALLENGES

When the products purchased from the store are to be assembled at the customer site, client needs to send the man power. Previously, the employees need to be present at the warehouse, so that the tasks to be carried out on the day are communicated. Management used to be clueless about the status of the tasks unless informed. This used to consume time and cause wastage of man-hours when there were technical problems, wrong communication of the site address, etc.

- Tracking employee who are out of office and on the field.
- To identify the cost of transportation and to stop the revenue leakage on submission of false bill.
- Effective utilization of time and process, when out of office.
- Lack of information & gap in communication on the delivery of goods at customer location.
- Tracking of the delivery was not possible unless it was communicated.
- Main challenge involved UI and accessibility as it will be used by field force employees.

About Incresol

Established in 2011, Incresol Inc is a leading service provider of outsourced software development firm in the arena of SAP, Enterprise ecommerce, Mobility and Application Development services. With our headquarters located in Charlotte, North Carolina and the global development facility in Hyderabad, India, we offer both onsite and offsite/offshore project delivery models.

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MITIGATION

- This Mobile App helped in managing all aspects of field force - staffing, planning, managing & reporting on the following:

- Incresol created a powerful and intuitive mobile workforce Management Application for Android devices (mobile and tablet).

- Role – Based secure access was embedded for personalized information supports in better decisions- making at all levels.

- Performance – based scheduling and personalized, widgets/based dashboards empower field employee's efficiency & overall performance. Automatically assigning task orders within predefined zones to particular field employees.

- Map tracker and GEO Locator were integrated in the modules to track the movement of field employees.

- Provision was provided to update the status of work as completed /pending.

- To ensure the proof of delivery the customers digital signature obtained & preserved in master database.

TECHNOLOGIES SUPPORTED

Eclipse, SOAP Web Services, SQLite Database , Android SDK, Android Developer Tools, SOAP UI.

RESULT

- **Plan** - Helped in building credible forecasts and plan of activities in advance.

- **Schedule** - Supervisors were able to create daily schedule & task and where able to monitor efficiently on the status report.

- **Mobilize** - Seamlessly connect filed service worker with office supervisors and backend systems no matter, where they located.

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