

What is MobiWork MWS?

MobiWork MWS is a **comprehensive mobile workforce solution** that dramatically improves **workforce capability, productivity and visibility** as well as the quality of the **customer experience**.

MobiWork MWS is based on several advanced software components (6 patents pending) designed to exploit the unique smartphone and tablet capabilities and to combine them with the power of the web.

Customers, work orders, tasks, activities, parts/products and inventory management, forms, workflow automation, messaging and all the capabilities the smartphone brings (e.g. real-time communication, location, navigation, audio, image, signature, payments) have all been **seamlessly integrated in a user-friendly interface** to **empower your workforce** and provide a **superior customer experience**.

All that an organization needs is a web browser (for the office and customer) and a smartphone or tablet (for the mobile worker). No custom and limited hardware tied to a vehicle, and no need for an expensive, bulky and slow laptop, **MobiWork MWS is simple to use yet extremely powerful**.



Who is MobiWork MWS Designed For?

- MobiWork MWS is ideally suited to **field services** as well as other businesses that employ a fleet of mobile workers who execute activities outside of the office, such as **sales, business development and customer service**.
- Application functionality and corresponding benefits have been designed for **mobile workers, managers, office coordinators and customers**.



How Does MobiWork MWS Work?

- The increasingly ubiquitous **smart device (phone/tablet)** is all that is needed by the mobile worker. The device contains the MobiWork MWS native application that securely communicates over the Internet with the MWS servers, delivering inbound and outbound messages to track, exchange information and manage activities.
- Office Coordinators and management log in to their web portal** to create and update customers, work orders, tasks, establish appointments, send notifications and access reports. MWS can also act as an extension to a customer relationship management system (CRM/ERP) enabling a business to extend their existing platform to the mobile world.
- Customers** can also access a secure web portal to review appointments, create new orders and track workers. An optional phone based interface can also be deployed (at an additional cost).

What Value Does MobiWork MWS Deliver?

Mobile workers, office workers (managers/dispatchers/coordinators) and even your customers are connected in a virtual network and your critical **business information flows freely and securely in real time** as highlighted in this diagram:

MobiWork MWS dramatically improves **workforce capability, productivity and visibility**, which translates to **cost and time savings, increased revenues and peace of mind**. MobiWork MWS also allows you to **engage your customers** and to provide them with more **transparency and visibility**, which results in a far **superior customer experience and a competitive advantage**.



What Are The Key Functions of MobiWork MWS?

MobiWork MWS contains **several functional modules** to enable managers, coordinators and mobile workers to manage the various aspects of their mobile business. Each module is fully **integrated** with the others and they are designed to provide a **seamless and intuitive user interface**:

- Customer Management Module:** Customers (including prospects), contacts, locations, custom forms, notes, history, appointments, customer relationship details such as previous work orders, documents, billing, invoices and payments, customizable processing rules, bulk provisioning, reports and more.
- Work Order Management Module:** Drag and drop appointment scheduling, automated route planning (based on schedules, locations...) and optimization, automated creation based on rules (service contracts...), location based directions and navigation, notes, invoicing and payments, history, customer relationship details such as previous work orders, products/parts and inventory management, documents (audio, images...), custom forms, signature capture, customizable processing rules, reports and more.
- Task Management Module:** Drag and drop ordering, list management, expected completion dates and automated reminders, resource assignment, categories, access control, location based directions and navigation, documents (e.g. audio, images), customizable processing rules, reports and more.
- Activity Management Module:** Drag and drop management of appointments, work orders and task scheduling, with real times updates to both office and mobile workers, automated time and travel tracking and billing with real location data (e.g. expense reports management), automated mobile worker location and movement tracking, time on-site analysis, plan vs actual metrics for analysis and optimization.

- **Notifications (including emergencies and high risk situations) Module:** Send/Receive alarms, messages, automated notifications reminders whenever your attention is required. In case of an emergency, your mobile worker can let you know in 2 clicks that they need immediate and urgent help and in the case of high risk working conditions, our automated watchdog mechanism immediately notifies you if a mobile worker is not responding.
- **Account Management Module (web only designed for office):** Extensive workflow automation framework (rules, filters, actions) to automatically exploit all the underlying information (e.g. automatically determining that a mobile worker is going to be late for an appointment), forms definition (including subforms and dynamic number of items), extensive set of customization parameters (including custom print views for forms, invoices and work orders), access control roles/permissions (template based as well as custom, individual and/or group of users), plus automated inventory.

How Much Does it Cost?

MobiWork is a SaaS based platform* and offers a simple Pay-As-You-Go pricing model:

- A small monthly fee per user as low as **\$15 per user (less than 50 cents per day!)**.
 - There is **NO contract; NO set up fees; NO investment; NO maintenance fees and all updates are FREE!**
 - **Free 30 day evaluation period.**
- * MobiWork MWS can also be deployed on dedicated virtual servers or as an on-premises solution (at an additional cost).

Take a Test Drive!

Here is your chance to try MobiWork MWS for 30 days and get a first-hand view of its features and capability. Go to <http://www.mobiwork.com/public/signup.html> to kick start a free trial of the full solution.

Why MobiWork MWS?

In addition to the numerous features and benefits listed above, MobiWork MWS also provides the following advantages:

- **Smartphone and tablet based:** No need for a limited (location only) and expensive custom hardware to be installed on a vehicle, and no need for mobile workers to carry a costly, bulky and slow laptop.
- **Technical innovation:** MobiWork currently has 6 patents pending on its technology, and is built from the ground up with the latest web and mobile development technologies.
- **Platform agnostic:** MWS works on BlackBerry and Android (Apple, Microsoft on roadmap). You will never be tied to one specific device or platform going forward, and can mix and match devices/platforms if needed.
- **Carrier agnostic:** MWS works on any carrier (e.g. AT&T, Verizon, T-Mobile, Sprint, Vodafone), so you are free to choose a single or multiple providers.
- **Cost effectiveness:** MobiWork Pay-As-You-Go pricing model is low cost, low risk and scalable as your business expands or contracts.
- **Solution benefits:** MobiWork continuously expands its feature set, the platforms supported and integrates any new and relevant smart device innovations.
- **Customizable and extensible solution:** Extensive customization support and XML based APIs to interface with any 3rd party software.
- **International deployment:** MobiWork MWS operates in any country with mobile coverage and is available in English, Spanish, French, and Portuguese.

Gallery:

