



# Avoka

## Mobile Field Worker

### Solution Brief

#### Key Benefits

- Moves your field team off paper forms, clipboards and PDFs, and onto intelligent mobile devices, boosting their productivity while reducing operating costs.
- Increases field staff's effectiveness with intuitive, versatile applications that leverage the capabilities of tablets, smart phones and laptops.
- Ensures that data collected by mobile field workers is complete, accurate, and error-free.
- Streamlines the flow of field data into corporate and back-office systems, enabling faster analysis and better decision making.

#### Key Features

- 'Build once, deploy everywhere' – automatically optimizes mobile workers' experiences for their tablets, smart phones, and laptops.
- Off-line capability – provides access to all features anytime, anywhere without a network connection.
- Mobile integration – improves data collection by leveraging mobile device features including cameras and geo-location (GPS).
- Security – Applications and data are protected by the same enterprise-grade security technologies used in corporate networks.

## No Paper. No Clipboards. No Problem

If your field workers are like most others, one of their biggest challenges is staying productive while fighting through piles of paper. Instead of focusing on actual field work, they spend entirely too much time filling out paper forms and trying to submit them with outdated tools and processes.

The truth is that the paper-centric model is a costly, inefficient, and error-prone way to run field operations. With the advances in mobile and network technologies, field organizations today should be going digital and leaving most of their paper behind. But due to the cost and complexity of that transition, many organizations haven't taken the digital leap yet.

There must be a better way for your field workers to do their jobs, and you need to find it. You just did.

## The Avoka Mobile Field Worker Solution

The Avoka Mobile Field Worker solution is a smart, cost-effective, and elegant mobile data-capture solution. It gives your organization a no-programming-required way to significantly improve field staff productivity and data quality, while also reducing operating costs.

The Mobile Field Worker solution leverages mobile communications and the powerful capabilities built in to today's tablets. It also uses the Avoka SmartForm Factory platform for rapid creation and deployment of 'SmartForm' applications. These small, self-contained applications deliver user experiences that make mobile data capture fast, easy, and error free.

It is an ideal solution for organizations with substantial field operations in many industries and handles a variety of use-cases. Examples include:

#### **Industries**

- Construction
- Government
- Healthcare
- Insurance
- Oil & Gas
- Retail

#### **Use Cases**

- Asset tracking
- Field sales
- Field service
- Fleet management
- On-site inspections
- On-site audits

With the Avoka Mobile Field Worker solution, you can eliminate paper and clipboards from your process, improve your team's effectiveness, and enhance field data quality. It essentially brings your field team's operations into the 21st century.

## Features

### No Coding or Design Skills Required

Designing an effective mobile data-capture application is a difficult process, requiring both design and programming skills. The Mobile Field Worker solution provides an easy and intuitive way for users, with no programming or design skills, to quickly build powerful HTML, HTML5 or PDF SmartForm applications.

### Complex Forms Made Easy

The Mobile Field Worker solution is designed to meet the needs of large organizations that have sophisticated SmartForm requirements, such as hide/show logic, tables and repeating sections, collapsible sections, calculations, complex business rules, security, signatures, and integration with back-office systems.

### Security You Can Count On

All access is password controlled and all users are authenticated by the security system of your choice. All collected data is stored securely on the local device using encryption. All network communication is conducted securely over HTTPS. Once collected data has been synchronized, it can be configured to be automatically purged from the device.

### No Network, No Problem

Many field operations occur in locations where there is no reliable network access. With the Mobile Field Worker solution, users can work offline because everything is synchronized down to their devices. While offline, they can still collect data in an error-free manner. They also can submit their forms, which will be automatically synchronized later when they are back online.

### Camera Integration

For field workers, it's often useful to be able to capture a picture or a video with associated audio. This could be use, for example, to record the damage to a vehicle for an insurance claim, document a patient's injury. It can also capture images of supporting documents, such as a driver's license, pay slip, or passport.

### GPS Integration

The Avoka Mobile Field Worker solution enables you to capture GPS information and associate it with a form. This data can be used for many purposes, such as evidence that a person was actually at a certain location at a specific time.

### Massively Scalable

The Mobile Field Worker solution ensures reliability, consistent quality-of-service, and availability under any load. Its enterprise-grade architecture eliminates a single point of failure and provides load balancing with the ability to add new nodes on demand.

### Flexible Deployment Options

You can choose either Avoka's hosted, cloud-based deployment or a traditional on-premise deployment in your data center. With both offerings you get the same innovative mobile data-capture functionality delivered reliably and securely.

## Benefits

### Improve Field Worker Efficiency

With the Mobile Field Worker solution, your field people will arrive with the right tools to make quicker work of the job at hand. They'll have electronic versions of every form they need for each job, right at their fingertips. In every phase of their jobs – from preparation, to execution in the field, to follow through, the Mobile Field Worker solution will give your field team the tools they need to work more efficiently.

### Eliminate Paper

With the Mobile Field Worker solution, your team can forget about having to find, print, carry, fill out and return paper forms. And you can forget about all the time and money you spend on fixing the paper form problems. Avoka's SmartForm applications eliminate lost forms, minimize error rates, lower storage needs and simplify your audit processes - making electronic data capture quick, simple, and error free.

### Future Proof Tablet Deployments

There is unprecedented innovation occurring in the tablet market. To succeed with tablets, you need a solution that lets you quickly incorporate new technologies into your deployment. SmartForm applications created with the Mobile Field Worker solution run on any iOS, Android or Windows-based tablet devices – ruggedized or consumer grade – your choice. With support for all major operating systems and devices, there's no worry about picking the wrong technology.

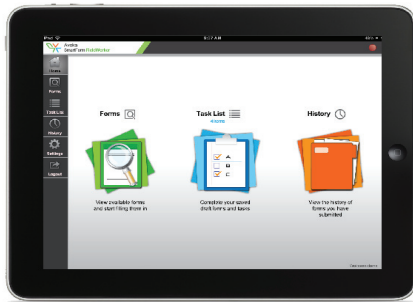
### Maximum Data Quality

One of the biggest problems with paper is controlling the quality of the information being collected. Problems include illegible writing, fields left blank, input errors, using the wrong form, and other common errors. The Mobile Field Worker solution provides your team with an interactive and intelligent user experience – with data validation, mandatory fields, business rules, and automated recommendations that will dramatically improve the quality and consistency of the data they collect in the field.

### Streamline Data Collection Processes

The Avoka Mobile Field Worker solution eliminates the costly, time-consuming and error-ridden process of re-entering information from paper forms into your systems. Our SmartForm applications feed high-quality and consistent information directly from your field workers' devices into your back-end processes, or to whatever endpoint you configure, much faster than you could ever do with paper.

# The Mobile Field Worker Solution in Action



## Planning for the Field Work

Based on the user's login information, all appropriate and necessary forms are synchronized down to the Mobile Field Worker application on the user's tablet. This is exactly the same set of forms the user would have access to if he/she navigated to application portal in their web browser.

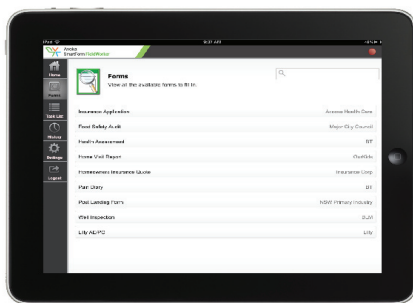
The key difference is that these versions of the forms have been automatically optimized for tablet look and feel, and touch-style interactions. Once all the forms have been synchronized, the field worker can disconnect from the internet, and to begin their day in the field – with all of the forms he or she needs readily at hand.



## Collecting Data in the Field

While on the road the field worker will be able to do any of the following:

- Open a form, and start entering a rich data set including text, structured data, photos and GPS coordinates (based on the capabilities of the device). The user can open the same form multiple times, and each instance will be saved separately.
- Partially completed forms can be saved locally and completed at a later time. This means the user does not have to complete each form immediately, and work done on the form is preserved so it can be picked up and finished later.
- When users complete forms, they can submit them even if they are offline. In the offline mode, form data is held in a queue, and automatically synchronized later when connectivity is available.



## Completing the Day

When the field worker is back online, all the data from forms he or she completed will be synchronized and then delivered to back-end systems. Submissions include any attachments, photos, or GPS data that are associated with a form and required for completion of that field worker's task. The Field Worker client also synchronizes additional information from SmartForm Manager, including:

- User profile data from SmartForm Factory will be used to pre-populate any forms that are configured to use that profile data.
- Draft forms are synchronized with the server when a user goes online, which allows the user to switch to a different device and still be able to complete his or her work.
- Any tasks (forms plus data) that are assigned to a user will be synchronized to the user's Mobile Field Worker application, and appear in their To Do list. A task may be assigned to a user if, for example, the user has not completed a form correctly and needs to go back and amend it.



# Avoka

## Mobile Field Worker

### Contact Information

#### Australia

Corporate Headquarters  
Sydney Office  
Level 2, 1a Rialto Lane  
Manly NSW 2095  
Australia  
Phone: (02) 9976-4500  
International: +612 9976-4500

#### Europe

EMEA Headquarters - UK  
CEME Innovation Centre  
Marsh Way, Rainham  
Essex RM13 8DU  
United Kingdom  
Phone: 0208 596 5014

#### United States

U.S. Headquarters  
Denver  
10901 W 120th Ave., Suite 130  
Broomfield, CO 80021  
Phone: (720) 316-7995

#### Email

info@avoka.com  
sales@avoka.com

#### Website

www.avoka.com

### The Smarter Way Forward

It's clear that organizations that need to optimize their field force will use technology to automate key processes. But should you buy a solution or build one in house?

For very simple surveys or inspections, a basic HTML form is often sufficient and can be built quickly using any number of different tools. But the majority of field surveys, inspections, audits, and reports require complex, multi-page forms that, in many instances, are dynamically customized based on the specific circumstances found at each site. In these situations, simple HTML development technology cannot provide the intelligent user experiences needed to ensure high-quality, consistent, complete, and accurate data collection without extensive programming and significant costs.

Building a mobile-data capture application is difficult and costly. You need highly paid developers, with world-class design and user experience skills, expertise in different tablet and smartphone operating systems, development environments, and programming languages. You'll also need to develop and test the application on multiple devices, with multiple screen sizes and resolutions, and you'll need to repeat the entire process each time you need to make a change.

Be smart. Don't learn the hard way how complicated and difficult it is to 'get it right' with mobile data-capture applications. Over the past decade, the Avoka team has built and deployed hundreds of enterprise-grade SmartForm applications for major corporations and government agencies. All of that knowledge, experience and best practices have been built into the Mobile Field Worker solution. Which means you can deploy a world-class mobile data capture solution for less cost, in much less time, and with much less risk than any other alternative.

### Partner with the Leader

Avoka Technologies is a leader in enabling organizations to move complex, paper-based business transactions to interactive and intelligent online experiences that attract and retain more customers, reduce errors and abandonment rates, improve data quality, streamline business processes and reduce costs.

We have deep experience in HTML 5 SmartForms, business process automation, mobile data capture and straight-through processing. No matter how complex your current paper process is, Avoka's Mobile Field Worker solution and award-winning SmartForm Factory platform will make your mobile data capture process quick, simple, and error free.

Put the intelligence and experience of the Avoka team to work on your project. Email us today at either Sales@Avoka.com or Info@Avoka.com, or contact us at one of the locations listed in the left column.