

advanced service management | mobile communications



delivering the advantages of mobile technology

vixen  
soft



"I have been impressed with the Univix solution and also the approach of the company. Vixensoft has been extremely flexible to our requirements"

Russell Barton,  
Sales & Marketing Manager  
(Service), Smith & Nephew

## maximising potential

Univix is a service management solution designed to help you get the very most from your field service team, streamline your operation and improve your client service. It extends the benefits of modern technology to anyone managing a mobile workforce, whether for delivery, installation, service or maintenance work, at whatever size of company.

Univix is a flexible, integrated solution, delivering powerful functionality in a simple-to-use format. The solution's scalability means that your company's current needs can dictate exactly what you implement today, safe in the knowledge that as your business grows, so can your service management solution.

Resource planning and workflow is served by the Univix back-office system. Should you require this to be interfaced with an existing system, we would be happy to discuss how this can be achieved in order to maximise the benefits afforded to your business.

The Univix back-office system has been designed to 'centralise' much of your project management and service management operations. Comprising a resource planning tool, on-screen 'drag-and-drop' work allocation, engineer's diary and client, site and asset databases, Univix delivers a comprehensive solution.

Integration with financial applications can further automate internal processes and speed invoicing. Real-time reports will enhance your business analysis and help you provide a superior customer service, which can be extended to include client call-logging & interrogation via a secure internet connection.

GPS tracking & mapping can be used to assist work scheduling, ensuring that work is allocated as efficiently as possible. Optional tomtom® facilities ensure your operatives are also equipped with state-of-the-art technology to assist them in their work.

Choosing to integrate mobile data within the solution, whether via PDA or other remote device, delivers the ultimate advantages: remote job sheets & time sheet completion; electronic signatures & forms; on-site job details & stock notification; accurate ETAs and reduced communication costs can all be enjoyed.

Univix is fully supported by a dedicated team at Vixensoft.

## work in progress



Below is a step-by-step illustration of one hypothetical way in which a job may progress using Univix, highlighting the benefits you could enjoy:

### Phase 1: Call handling

A call is logged and a reactive call appears on the system as 'unallocated', allowing for later allocation to the most suitable operative. *Time used efficiently with allowance for later allocation based on operative location.*

### Phase 2: Job allocation

Using the operative GPS mapping facility, the nearest skilled operative is located and the job allocated to them on the system using 'drag & drop'. Automatically the job detail is sent to the operative's PDA for acceptance, without the need for a telephone call. *In-the-field and back-office staff time used most effectively. Travel and communication costs reduced.*

### Phase 3: Job acceptance

Receiving detail of the new job on his PDA and, realising that it is only eight miles away from his current job, the operative decides he can fit it in before the end of the day and accepts it. Before setting off, he then requests tomtom® directions for the best route and accesses site and asset detail to equip him fully before arrival. *Reduced response time and increased likelihood of a successful site visit.*

### Phase 4: On-site

Using the last of some of his van stock, the operative notifies the office of his need to restock via his PDA. Completing the job, the customer is asked to sign the appropriate forms on the PDA, which are then electronically returned to the office, together with the site visit details, job and time sheets. *Early stock notification, paperless processes and reduced travel.*

### Phase 5: Post-job

Asset and site details are updated automatically and forms submitted for electronic storage as required. As the system has been integrated to the company accounts, the client is invoiced immediately for the work completed. *Improved cash flow, and reduced paperwork, storage demands & data entry.*

### Phase 6: Reports & analysis

Management staff use the Univix reports to analyse resource efficiency and compile the necessary reports for the client. *Real-time reporting for better analysis and client service.*

# advanced service solutions

- ➔ Integrated resource planning & work scheduling, for modernised operations
- ➔ 'Drag & Drop' job scheduling, for ease of use
- ➔ Mobile data integration, for advanced communication
- ➔ Remote access to job, site and asset data, for at-your-fingertips information
- ➔ Remote completion of time sheets & job sheets, for reduced paperwork & travel
- ➔ On-site parts notification, for stock control assistance
- ➔ Electronic forms & signatures, for improved document management
- ➔ Directions via tomtom®, for reduced travel times
- ➔ Operative GPS tracking & mapping, for improved allocation & workflow
- ➔ Web-enabled client call-logging & interrogation, for better client service
- ➔ Advanced real-time reporting, for management control
- ➔ Accounts integration, for faster invoicing & better cash flow

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