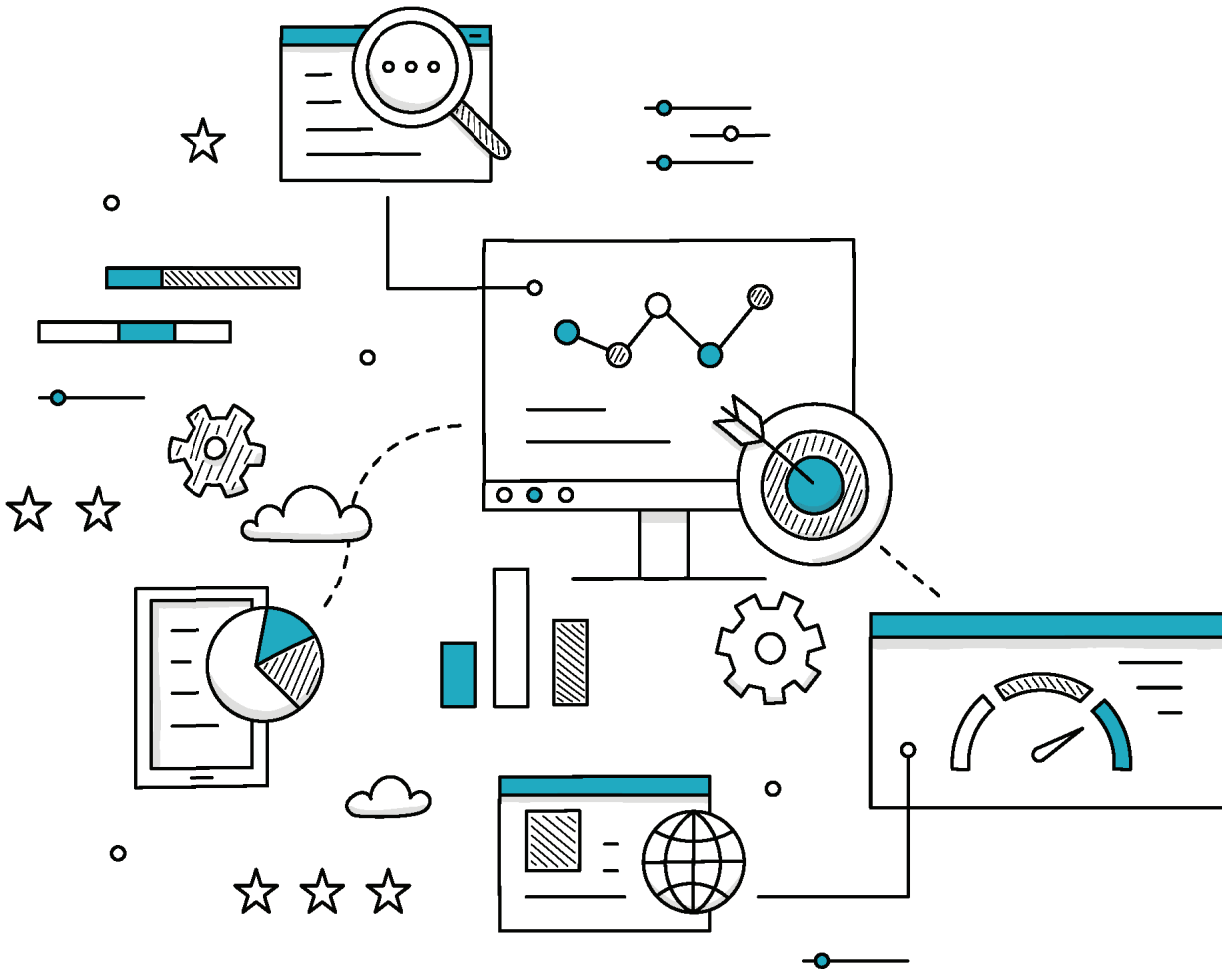


Workforce Management System

Whitepaper





Workforce Management

Workforce management is a term to describe the application and introduction of new technological innovations to optimise field workers on the job. These technologies are transforming the way workers function and subsequently, will make a difference to the entire workforce due to the vast changes and efficiency it brings about.

Background



Technology is constantly evolving alongside the working lifestyles of people today with more and more studies showing how efficient workforce management is able to greatly increase efficiency and productivity. Field workers, who work offshore as part of a mobile workforce, have become increasingly dependent on data that is accurate and current to help complete their tasks at customer locations efficiently and seamlessly. Because of that, it has become vital for enterprises to have the ability to share data between local information systems and their field workers, as well as apply various means of decision analytics.

Planning data that advances the allocation of mobile workers to customers, using optimisation techniques, can be used as a basis to scale back operational costs, improve service quality, and become more eco-friendly. Inevitably, cloud computing uniquely addresses specific business demands, in particular those expressed by small and medium industries (SMEs), by promoting specific characteristics, such as no upfront investments, flexible pricing schemes, elasticity and scalability, as well as ubiquitous and interoperable access.



Common Features



Workforce management involves features such as time and attendance monitoring, labour and activity scheduling, absence management (e.g., vacation, sick time), leave management, and fatigue management. Workforce solutions are slowly gaining in popularity as it is also closely linked to the cost savings factor. Additionally, other benefits like improved compliance, customer satisfaction, and employee productivity have also been observed.

The takeaway is that workforce management has become a large part of day-to-day operations creating a solid impact within its environment. Meanwhile, communication has been revolutionised time and time again by today's advancements. For example, the ever-growing fad of smartphones as a tool is able to multiply itself at a remarkable rate year after year. Thus, it is essential that workforce management software supports the mobility offered by a smartphone today.

Why is Workforce Management important?



The ultimate objective of workforce management is for businesses to provide better customer service by having the right people in the right place at the right time. This not only directly increases the profits and productivity of the organisation but also helps managers to analyse the current situation of the operations. Workforce management is a set of processes or a system that helps the company run efficiently and create a smoother employee experience.

It also helps the company manage its people by maximising resources and reducing labour costs without lowering the quality of outcomes, processes, and systems effectively. The business will also be able to cut back on costs by staying compliant with the national, local, and union laws as well as regulations imposed by the industry itself. Other than that, customer satisfaction can be increased by handling customer enquiries or call surges during peak hours all while forecasting heavy workloads to plan better.

Introducing FORCE: Workforce Management System



FORCE: Workforce Management System, is an intelligent workforce management system that aims to provide operational efficiency and first-class customer experience by automating day-to-day tasks of the field team. The intelligent, connected and mobile solution is the latest variation created by the innovation arm of TM Group, TM R&D. It is designed with a multi-tenancy architecture in which a single instance of a software application is able to serve multiple customers and support various industries and verticals.

FORCE, which can also compile complaints and analysis is able to provide better customer satisfaction and assist to provide the necessary responses when needed.



FORCE Features

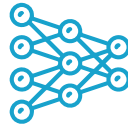


FORCE can empower agents, dispatchers and field technicians with the following innovative features:



GPS Tracker

Allows the nearest competent crew to be dispatched to provide assistance to the assigned ticket.



Genetic Algorithm (GA - Auto Assignment)

The GPS tracker input allows the GA to use the location to determine the best crew for the ticket.



Ease of Use

The process flow and user interface are designed to be simple enough for blue-collar intensive industries. Its interface allows easy dissemination of information to the field force as needed.



Paperless

Reduces the use of paper in the distribution of tasks to the crew. This will not only help businesses to reduce the use of paper in the long run but also plays a role in saving the trees.



Digitalisation

Some manual tasks are digitalised for efficiency and adaptability of operations. This includes, but is not limited to:

- Picture evidence
- Overview of crew presence
- Store and retrieve information
- Chronology for incident reference

Measures of Success



As a business, there are many ways to quantify workforce measurements from different perspectives. Taking into account one viewpoint is the impact of solutions on workers, which has proven to be among the most significant of challenges that have emerged over time and yet must constantly adapt to ensure things run smoothly.

Some other parameters to measure operational success are listed below:

- Reduce the number of backlogs
- Increase the daily job per crew
- A more reliable tracking of progress, where flows are tracked based on five phases namely: Assign, On My Way, In Progress, Resolved, Closed
- Productivity and result-oriented performance tracking
- Single View: Where the management is able to monitor and track operations with the single view of the dashboard. This allows a significant increase in operational and system efficiency; these facts and data will give the management information to make decisions on outlet addition and reduction
- Resource Utilisation: Where the management is able to plan and maximise the resource movements and resource utilisation without any wastage and interdependencies. Management is also able to restructure the organisation based on data collected to improve services such as cost-effectiveness, paperless and manpower



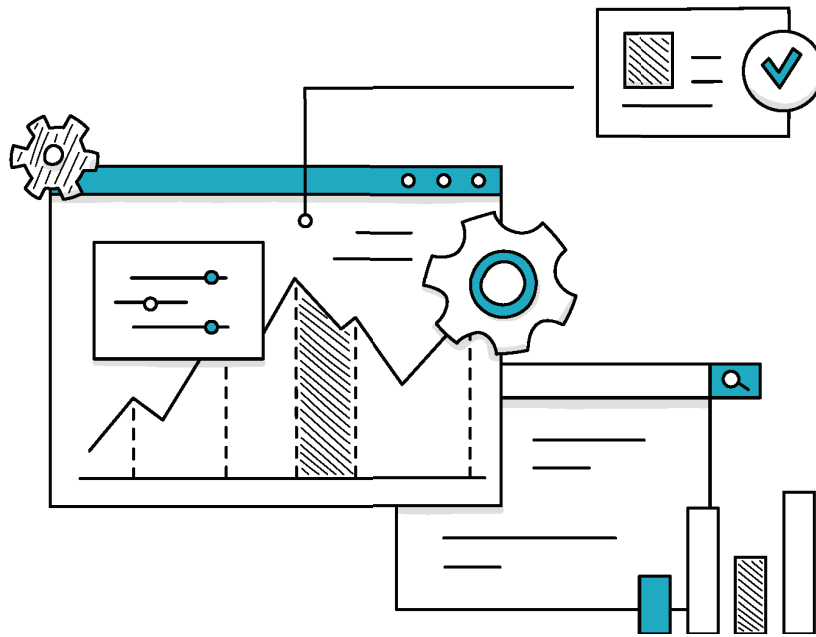
The competitive advantage of FORCE



The FORCE Workforce Solution empowers you to:

- i. **Improve Business Efficiency**- quicken processes.
- ii. **Manage Schedule Assignments in an Effective Way** - an overview of teams, locations and tickets.
- iii. **Serve Your Customers Better with mobile CRM** - delivering a full experience, enabling all teams within a business to access and maintain key information.
- iv. **Measure Your Team's Performance** - be able to monitor different teams and use data to determine how to make those teams better.
- v. **Make Business Decisions Faster than Ever** - the system provides clarity and insight to help make decisions.
- vi. **Know Your Numbers at One Glance** - using components of the solution like the dashboard can give businesses an overview of data, feedback, and an overall positive impact.





Conclusion



Businesses today have all begun to move away from traditional work processes to more modern ones. One cannot deny that the Covid-19 pandemic only accelerated these mechanisms by proving that older methods will one day phase out and moving forward, digitalisation will be the go-to.

FORCE has proven to be a useful and an intelligent tool not only because it has been tested and trialed for the past 7 years, but also because it focuses on specific solutions and challenges that businesses actually face on a daily basis. The solution was created for a wide number of industries, especially blue-collar ones. Its deep industry focus has enabled TM R&D to concentrate on innovating and revolutionising growth for industries that are mostly labour-intensive and require quick thinking skills.

Some of the main reasons to choose FORCE will be first and foremost, the ease of using it as it is designed to support web and mobile devices. It is also readily available to be integrated with other systems, so a business will never have to give up whatever current solutions are being used. A 360 tracking and navigation system powered by TM SmartMap is provided, giving easy access to information and task monitoring.

In conclusion, workforce management systems play a vital role in any business today, a seemingly essential part in making any job or project function. The one thing that businesses need to do now is align its goals and strategies as they look forward to the future.

For more information on FORCE, please visit <http://58.26.233.223/myforce/benefits/index.html> or email to business@tmrnd.com.my for a product demo.

Creator of Smarter Ecosystems for a better Malaysia

Established in 2000, TM R&D is the innovation arm for TM Group focusing on creating smarter ecosystems to make business and life easier for a better Malaysia. TM R&D's solutions are clustered around four (4) pillars namely Intelligent Platforms, Data Brokerage, Connectivity/Tools and IR4.0/Digital Solutions.

Growing from strength to strength since 2016, TM R&D has won multiple global awards and generated more than 2,800 Intellectual Property Rights (IPRs) and 1,400 digital assets to-date.

TM R&D's innovations are all developed in-house and cut across multiple verticals such as Utilities, Retail, Agriculture, Healthcare and Education with safety and productivity as the top priority.

As TM R&D continues to expand beyond connectivity and into smarter digital ecosystems, its role in TM has become more prominent and exciting.

We are looking for remarkable people to join us. People who are courageous enough to push boundaries, curious enough to experiment with new technologies, and who have the determination to drive new ideas forward. A new opportunity awaits you here in TM R&D.

Be a part of our family at <https://www.tmrnd.com.my/jobs/> or email recruit@tmrnd.com.my

For more information about TM R&D and its products and services, visit www.tmrnd.com.my

