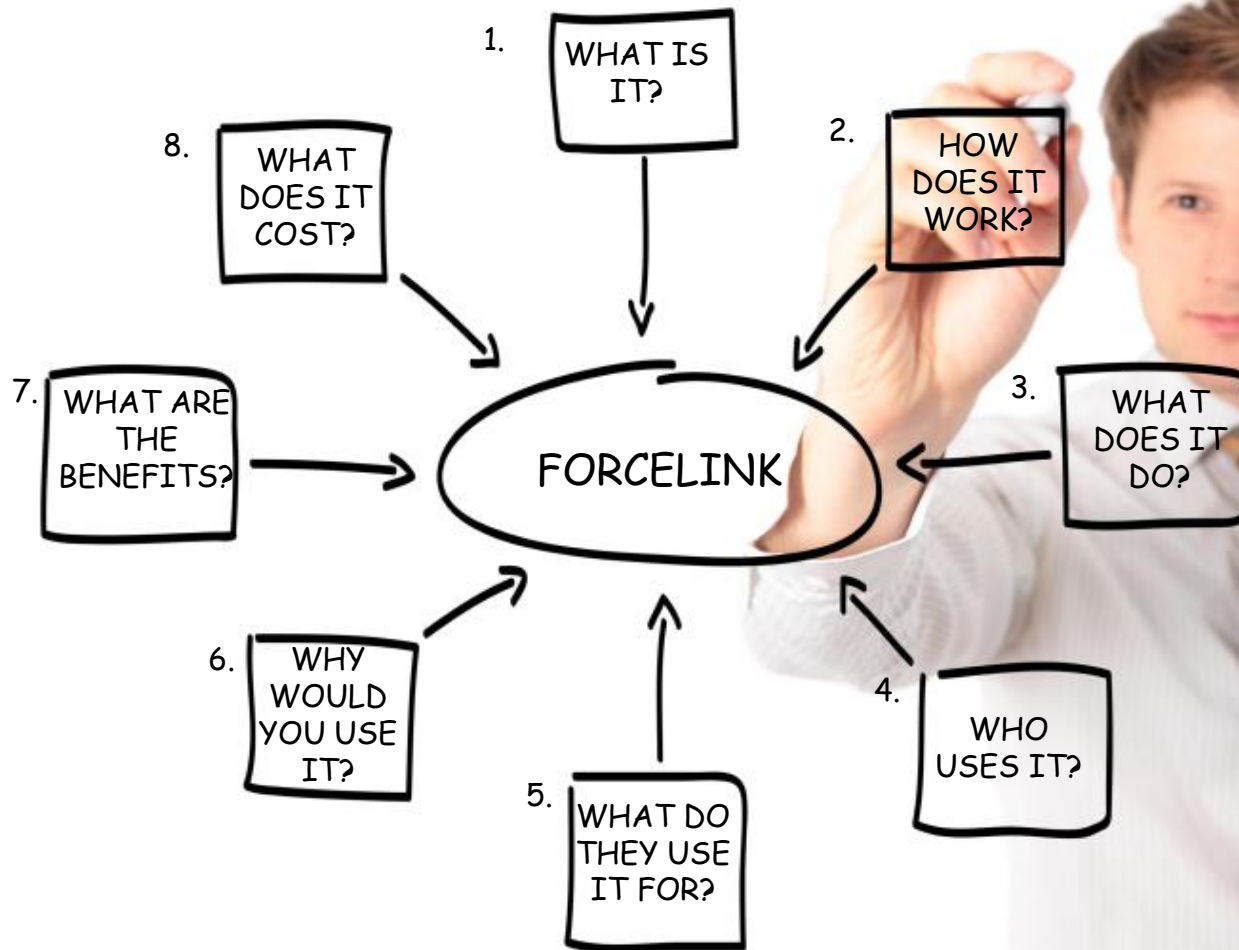




FORCELINK™ MOBILE-ENABLED WORK & ASSET MANAGEMENT SYSTEM

Introducing Forcelink



What is Forcelink?

100% hosted (SaaS) Mobile Workforce Management Solution (cloud technology):

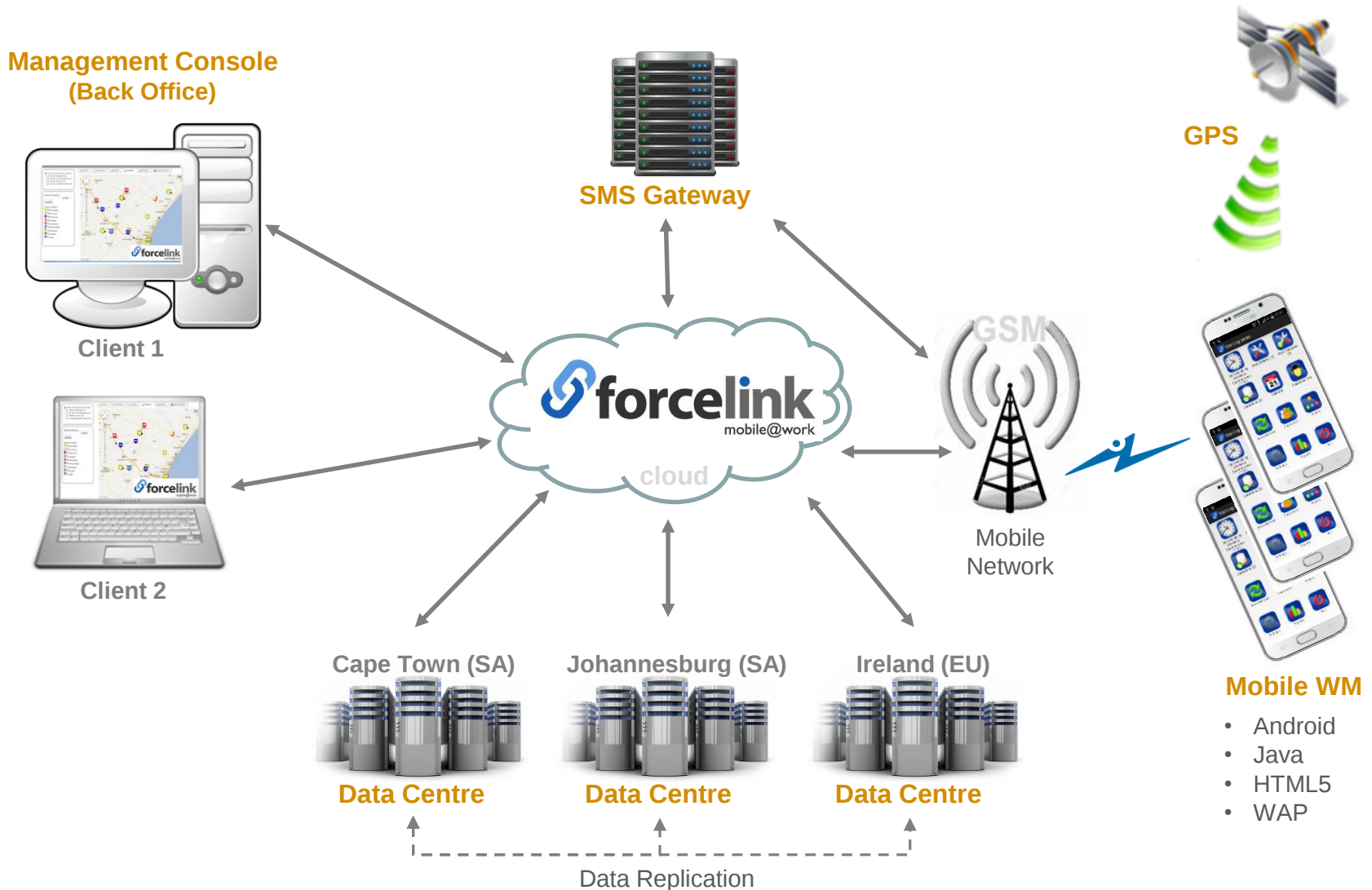
- 🔗 **Standard Internet Browser** for the **Management Console**
- 🔗 **Standard Mobile Phones** for the **Field Resources**

- **Web-enabled** = **Access from anywhere via internet browser**
- **Highly flexible and configurable** = **Rapid implementation**
- **Real-Time Management of Key Processes, Data Capture and Reporting**
- **Extensive Controls & Audit Trails**
- **SLA Management, notifications & Reporting**
- **Integration with any enterprise system to exchange job information, asset data, financial information, etc **SAP, SAGE, others****



...for a mobile workforce that is constantly gathering, accessing and sharing information, often across large geographical distances

How does it work?



What does it do? (Forcelink Modules & Functionality)



Customer Relationship Management

- Customer Register
- Customer Interactions
- Call Taking
- Customer Portal
- Service Level Agreements
- Invoicing



Asset Management

- Asset Register
- Asset Tracking
- Asset Financials
- Asset Life Cycle
- Warranty Management



Materials Management

- Materials Register
- Stores Management
- Stock Management
- Purchase Requisitions
- Purchase Orders



Resource Management

- Resource Register
- Time & Attendance
- Crew Management
- Resource Tracking
- Skills Management



Maintenance Management

- Planned Maintenance
- Standard Operating Procedures
- Maintenance Scheduling
- Inspections
- Notifications



Work Management

- Work Requests
- Work Orders
- Quotations
- Dispatching
- Work Scheduling
- Geographical Map
- Inspections
- Notifications



Mobile Work Management

- Work Requests
- Work Orders
- Quotations
- Inspections
- Materials
- Customer Info
- Asset Info
- Notifications



Sub-Contractor Management

- Work Dispatching
- SLA Management
- Asset Register Collaboration



Administration Management

- Process Configuration
- Business Rules
- System Security



Reporting Management

- Dashboards
- Standard Reports
- Custom Report Development

Who uses Forcelink? (Forcelink Clients)



What do they use it for?



Clients	Industries	Call Taking (Fault Logging)	Dispatching	Maintenance	Fault Management	Asset Audits	Asset Management	Facilities Management	Materials Management	Procurement	Sub-Contractor Management	Projects Management	Installations	Inspections & Audits
City Power	Utilities (Electrical)	X	X	X	X	X	X				X			X
Centlec	Utilities (Electrical)					X	X							X
Mavava Solar	Utilities (Electrical)	X	X	X	X		X					X	X	
Gauteng Roads & Transport	Roads	X	X	X	X	X	X		X		X	X	X	
SANRAL	Roads (Surveillance)	X	X	X	X		X		X			X	X	
TRANSNET	Transport	X					X	X	X	X				
City of Cape Town MyCiti	Transport	X	X		X						X			X
TMT	Transport	X	X	X	X	X	X	X				X	X	X
ICT Works	Transport	X	X	X	X	X	X	X				X	X	X
FM Solutions	Transport	X	X	X	X	X	X	X	X	X	X	X	X	X
ReaVaya	Transport	X	X	X	X	X	X	X				X	X	X
Safmarine	Shipping (Transport)	X						X	X	X				
MAERSK	Shipping (Transport)	X						X	X	X				
Allied Security	Security	X	X	X	X	X		X				X	X	X
EtheKwini	Security (Surveillance)	X	X	X	X	X	X					X	X	X
Cell C	Telecoms	X	X	X	X	X	X	X	X	X		X	X	X
Digiweb	Telecoms	X	X	X	X	X	X					X	X	X
Parliament	Government	X	X	X	X	X	X	X	X	X		X	X	X
Dept of Human Settlement	Government					X	X	X				X	X	X
Direct Axis	Financial	X	X	X	X	X	X	X	X	X		X	X	X
Hollard	Financial													X
Faihte Ireland	Tourism	X	X					X						X
Gijima	Information Technology	X	X	X	X	X	X					X	X	X
SSD Controls	Information Technology	X	X	X	X	X	X					X	X	X
BMS Computing	Information Technology	X	X	X	X	X	X					X	X	
GISCOE	Consulting					X	X					X		X
BIGEN Africa	Consulting					X	X					X		X
NET Group	Consulting					X	X					X		X
WSP	Consulting					X	X					X		X
EON Consulting	Consulting					X	X					X		X
Cool Breeze	Refrigeration	X	X	X	X	X	X					X	X	

Why would you use it?

- 🔗 **Improves Performance** – the right resource to the right location first time!
- 🔗 **+ 27% increase in worker productivity** – schedule your resources optimally and improve communication to & from the field!
- 🔗 **+ 17% increase in overall profitability** – productivity impacts profitability directly (Specially if you are a services company)!
- 🔗 **+ 13% increase in service revenues** – more work is done with the same resources!
- 🔗 **+ 19% increase in customer retention** – accurate and constant communication with the client on progress and statuses improves customer service!



Source: Benchmarks from Aberdeen Group

What are the benefits?

- Subscriber model – no upfront CAPEX
- No upfront CAPEX for expensive field devices (MDT, PDA)
- Accurate data captured in the field
- Improved response times
- Improved cash flow through instant invoicing
- Improved customer feedback – using the mobile technology customers can receive real-time feedback
- Improved fault cause feedback
- Rapid implementation
- Minimal set-up costs
- Minimal training required
- Instant rollout to new users
- Real-time management of key processes
- Scalable solution



Summary of Benefits

🔗 Get field staff to work location quicker



Cost Optimisation

🔗 Less travel between jobs



Cost Optimisation

🔗 Reduced telephony costs



Cost Optimisation

🔗 Faster and clearer invoicing
(quotation, PO, invoice all linked)



Cost Optimisation

🔗 Quicker interaction between Service Desk and FSEs



Managing SLAs

🔗 Audit trail of everything



Managing SLAs

🔗 Integrated Reporting



Managing SLAs

🔗 Better customer service



Managing SLAs



What does it cost?

Back Office Pricing

Forcelink Pricing for BACK OFFICE Staff

Forcelink is priced on a subscription model - monthly fee per system user

Range Start	Range End	Users/Range	Price/Range	Price
0	5	5	ZAR 2 500	ZAR 12 500
6	10	5	ZAR 1 800	ZAR 9 000
11	20	10	ZAR 1 000	ZAR 10 000
21	100	80	ZAR 700	ZAR 56 000

TOTAL COST PER MONTH: ZAR 87 500

Average Price per User: ZAR 875

No. of Users:

Enter the number of users here

Mobile Pricing

Forcelink Pricing for MOBILE USERS

Forcelink is priced on a subscription model - monthly fee per system user

No. of Users			Price/Range	Price
Range Start	Range End	Users/Range		
0	50	50	ZAR 650	ZAR 32 500
51	100	50	ZAR 600	ZAR 30 000
101	200	0	ZAR 550	ZAR 0
201	500	0	ZAR 400	ZAR 0
501	3000	0	ZAR 350	ZAR 0

TOTAL COST: ZAR 62 500

Average Price per User: ZAR 625

Enter No. of Users:

Enter the number of users here

- Usage of the software
- Full Hosting and DR
- 24/7 technical support

No expensive software licenses, annual maintenance, hardware, IT support costs

Forcelink

Linking your field staff with your
back office via a standard
mobile phone



Case Studies

Case Study – Roads & Transport

Organisation	SANRAL (South Africa Roads Agency) 
Location	South Africa
Project Title	Implementation of Forcelink for mobile operations management of IT assets in an ITS (intelligent traffic system) environment
Project Description (Scope)	Sanral implemented a mobile solution with automated workflows, control centre front-end mapping displaying work orders, assets, and the capability to send photos and other data from mobile devices to the control centre from the field, for the management of IT assets on the highway network.
Project Dates	Jan 2012 to current
References	Martemie Le Roux Mobile: +27(0)8 290 11330

Case Study – Transport

Organisation	City of Cape Town (master schema) 
Location	South Africa
Project Title	Implementation of Forcelink for mobile operations management of IT assets in an ITS (intelligent traffic system) environment
Project Description (Scope)	CoCT is implementing a master asset maintenance schema, whereby multiple third party contractor and CoCT personnel can be assigned work on a mobile solution for the management of various asset types. Different users see only “their” data and the schema can be rolled out over different departments. Scope includes trouble call take and ticketing, mobile work management, automated update and escalation processes and integration with external data sources in the City IT landscape.
Project Dates	Jan 2013 to current
References	Chantal Greenwood Mobile: +27(0)83 462 8587 Chantal.Greenwood@capetown.gov.za

Case Study – IT

Organisation	Gijima 
Location	Namibia
Project Title	Implementation of Forcelink for mobile work and asset management of IT assets (ATM's)
Project Description (Scope)	Gijima is an ICT products and services provider in Namibia. Services forms an integral part of Gijima's core business, and Forcelink was implemented to manage the mobile workforce, warehouse management, with a focus on financial services IT asset maintenance.
Project Dates	December 2012 to current
References	Bill Strauss Mobile: +26 4 81 475 65 64 Fransuskus.Strauss@gijima.com

Case Study – Roads Audit

Organisation	Bigen Africa - Eskom Roads Project	
Location	Johannesburg, South Africa	
Project Title	Forcelink for Management of Road Repairs for Coal Haulage Routes	
Project Description (Scope)	Forcelink was implemented for the Planning, Scheduling & Monitoring of Road Audits and Repairs on a road network of about 3000 kilometres. For the initial road audit process, this involved using Forcelink for scheduling of prioritised road audits on an electronic map, ensuring optimised allocation to Auditors. This was followed by the actual Road Audits conducted by auditors on mobile phones to capture Pothole data such as: GPS position, Location on Road, and photographs. This data was analysed and used for the scheduling of the repairs, which are also assigned, and managed on Forcelink.	
Project Dates	Nov 2010 to Aug 2013	
References	Anton Booyzen Mobile: +27(0)73 718 5973	

Case Study – Security

Organisation	Allied Security Ireland  ALLIED SECURITY TRADING NAME OF BUSINESS MOBILE SECURITY SERVICES LTD.
Location	Kildare, Ireland
Project Title	Forcelink
Project Description (Scope)	Forcelink is used for scheduling and management of property inspections and work order management, initially for Start Mortgages (see below). The customer is now offering services to additional clients.
Project Dates	Dec 2010 to current
References	Joe Farrell, Operations Manager +353.45.408116

Case Study – Property Inspections

Organisation	Failte Ireland (Irish Tourist Board) 
Location	Ireland
Project Title	Implementation of the Forcelink to manage the tourist property inspection and grading system
Project Description (Scope)	Forcelink is being implemented to manage property inspections across all classes of tourism accommodation nationally, as part of the 5 year outsourcing of the entire property quality assurance value chain to SouthWestern, a major BPO contractor. Using a combination of SouthWestern business support (call centre/billing, case management, audit and reporting) and Forcelink (mobile work and asset management) we manage all the contractors and provide visibility to all the stakeholders. We also maintain the Failte Ireland Property Register, which is a statutory requirement under Irish Law.
Project Dates	June 2013 to current
References	Ursula Deasy Mobile: +353 238832867

Case Study – Telecoms

Organisation	Digiweb 
Location	Ireland
Project Title	Implementation of Forcelink Mobile Work and Asset Management to manage satellite broadband customer assets, and future scope to manage broadband backbone infrastructure
Project Description (Scope)	Forcelink was implemented manage the customer premises equipment field service process, including install, maintain and de-commission, for Irelands leading independent telco. The maintenance Management Module will be used in the future for the scheduling and execution of maintenance activities on all further infrastructure including the back-haul network and associated tower estate.
Project Dates	Jan 2012 ongoing
References	Brendan McGahon Mobile: +353 429393364

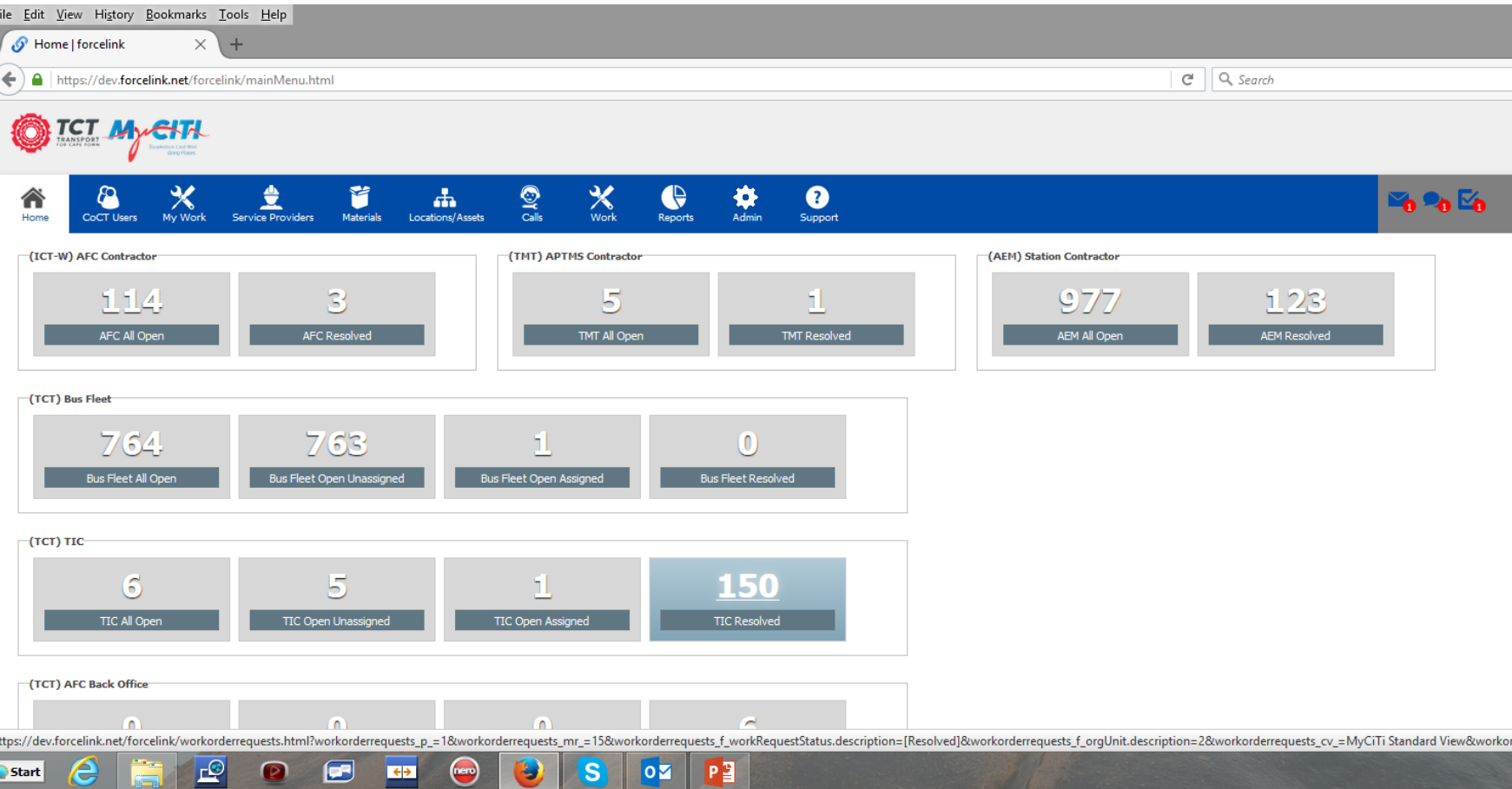
Forcelink

Linking your field staff with your
back office via a standard
mobile phone



Sample Screenshots

Dashboard with Quick Metrics



Asset Classification/Categorisation

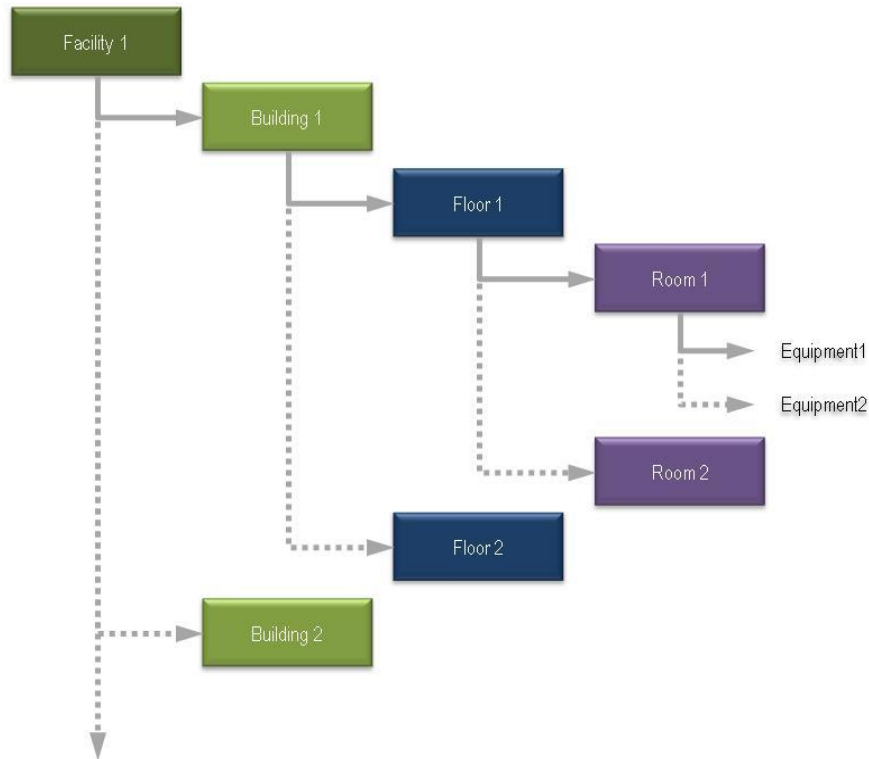
☐ Clinic
☐ Community Health Centre
☐ District Hospital
☐ EMS Station
☐ Mobile Service
☐ Provincial Tertiary Hospital
☐ Satellite Clinic
☐ Specialised Psychiatric Hospital
☐ Specialised TB Hospital
☐ Store

Assets

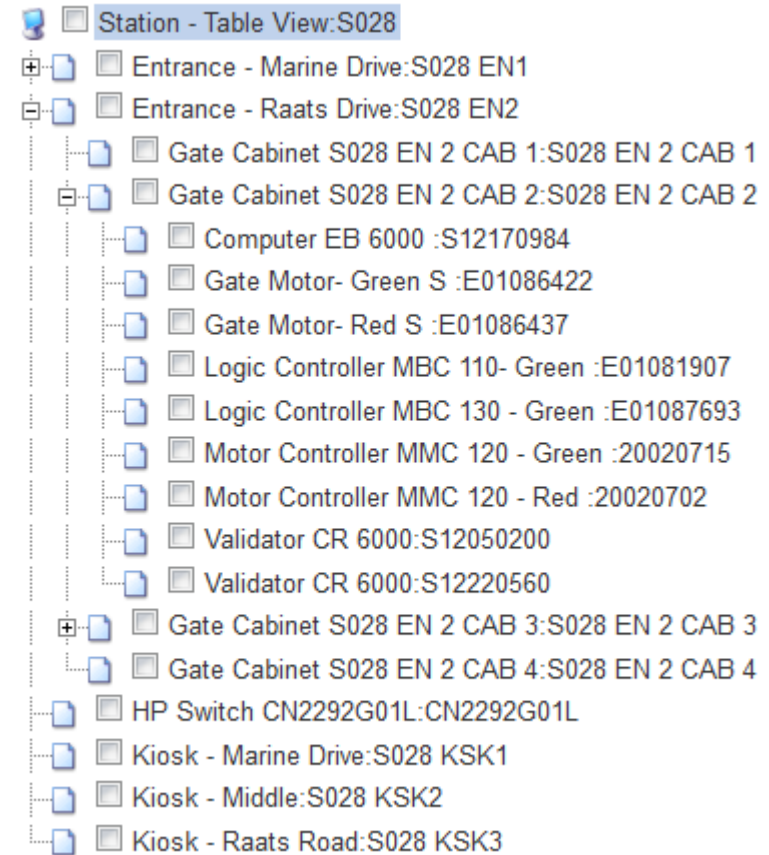
Select	Asset Code	Asset Description	Parent Description	Asset Type	Asset Status	Asset Structure Code
☐	MAIN_STORE	Main Store		Store	Audit Planned	STORE_MAIN_STORE
☐	C100001	Aberdeen EMS Station		EMS Station	Audit Planned	EMS_C100001
☐	H100002	Aberdeen Hospital		District Hospital	Audit Planned	DH_H100002
☐	C100003	Aberdeen Mobile 1		Mobile Service	Audit Planned	MS_C100003
☐	C100004	Addo Clinic		Clinic	Audit Planned	CL_C100004
☐	C100005	Addo Mobile 1		Mobile Service	Audit Planned	MS_C100005
☐	C100006	Addo Mobile 2		Mobile Service	Audit Planned	MS_C100006
☐	C100007	Aeroville Clinic		Clinic	Audit Planned	CL_C100007
☐	C100008	Alexandria Clinic		Clinic	Audit Planned	CL_C100008
☐	C100009	Alexandria EMS Station		EMS Station	Audit Planned	EMS_C100009
☐	C100010	Alexandria Mobile 1		Mobile Service	Audit Planned	MS_C100010
☐	C100011	Alexandria Mobile 2		Mobile Service	Audit Planned	MS_C100011
☐	C100012	Algoa Park Clinic		Clinic	Audit Planned	CL_C100012
☐	C100013	Alicedale EMS Station		EMS Station	Audit Planned	EMS_C100013
☐	H100014	Andries Vosloo Hospital		District Hospital	Audit Planned	DH_H100014

Results 1 - 15 of 214.

Functional Locations & Equipment



Asset Hierarchy



Map displaying Work Orders & Assets

The screenshot shows a web application interface with a top navigation bar containing links: Home, Customers, Resources, Materials, Assets, Work, Reports, Admin, and Help. On the left, there is a sidebar with a notification box showing 'Inbox (44 items, 44 unread)', 'Off duty with assigned work', and 'Please Call Me (1)'. Below this is a search bar labeled 'Search for Address:' with 'dublin, irel' entered. The main area features a map with two pop-up windows. The first pop-up, for 'Work Order: WO_KI028802', shows 'Work On KI028802', 'Status: Inspection Team On Site', and 'Allocated To: ismailm [Cancel]'. It also lists assets: 'KI Top Photo', 'KI Side View Photo', 'KI Outlet Pipe Photo', and 'CCTV Team in KI'. The second pop-up, for 'Work Order: WO_KI028837', shows 'Work On KI028837', 'Status: No Access', and 'Allocated To:'. It lists assets: 'KI Top Photo', 'KI Side View Photo', and 'KI Outlet Pipe Photo'. The map displays a street grid with red and yellow pins. A red box on the right contains the text: 'Satellite, ortho-photo data for some areas, for visual positioning.' Another red box at the bottom right contains the text: 'Display property types, work etc. as icons on the map screen, search and filter etc.'

Home Customers Resources Materials Assets Work Reports Admin Help

Inbox (44 items, 44 unread)
Off duty with assigned work
Please Call Me (1)

Search for Address:
dublin, irel

Map Satellite Terrain

Work Order: [WO_KI028802](#)
Work On KI028802
Status: **Inspection Team On Site**
Allocated To :
ismailm [\[Cancel\]](#)
KI Top Photo
KI Side View Photo
KI Outlet Pipe Photo
CCTV Team in KI

Work Order: [WO_KI028837](#)
Work On KI028837
Status: **No Access**
Allocated To :
KI Top Photo
KI Side View Photo
KI Outlet Pipe Photo

Satellite, ortho-photo data for some areas, for visual positioning.

Display property types, work etc. as icons on the map screen, search and filter etc.

Map displaying Work Orders & Assets

Multiple map layers can be configured as required

The screenshot shows a web application interface for managing work orders and assets. On the left, there is a sidebar with a navigation menu and a search bar. The main area displays a map of Durban, South Africa, with various icons representing different assets and work orders. The interface includes a top navigation bar with links to Home, Incident, Reports, and Help & Support. The sidebar on the left contains a list of items in the inbox (193 items, 186 unread) and a search bar for addresses. Below the search bar, there is a section for 'Layers to display' with checkboxes for various asset types and work order categories. The map itself shows Durban and surrounding areas, with icons for fire stations, police cars, hospitals, ambulances, police stations, resources, incidents, and calls. A red callout box highlights the text 'Multiple map layers can be configured as required'.

Inbox (193 items, 186 unread)

- Failed Notification (8)
- Off duty with assigned work
- Please Call Me (16)
- Unacknowledged Assignment

Search for Address:

Find

Layers to display:

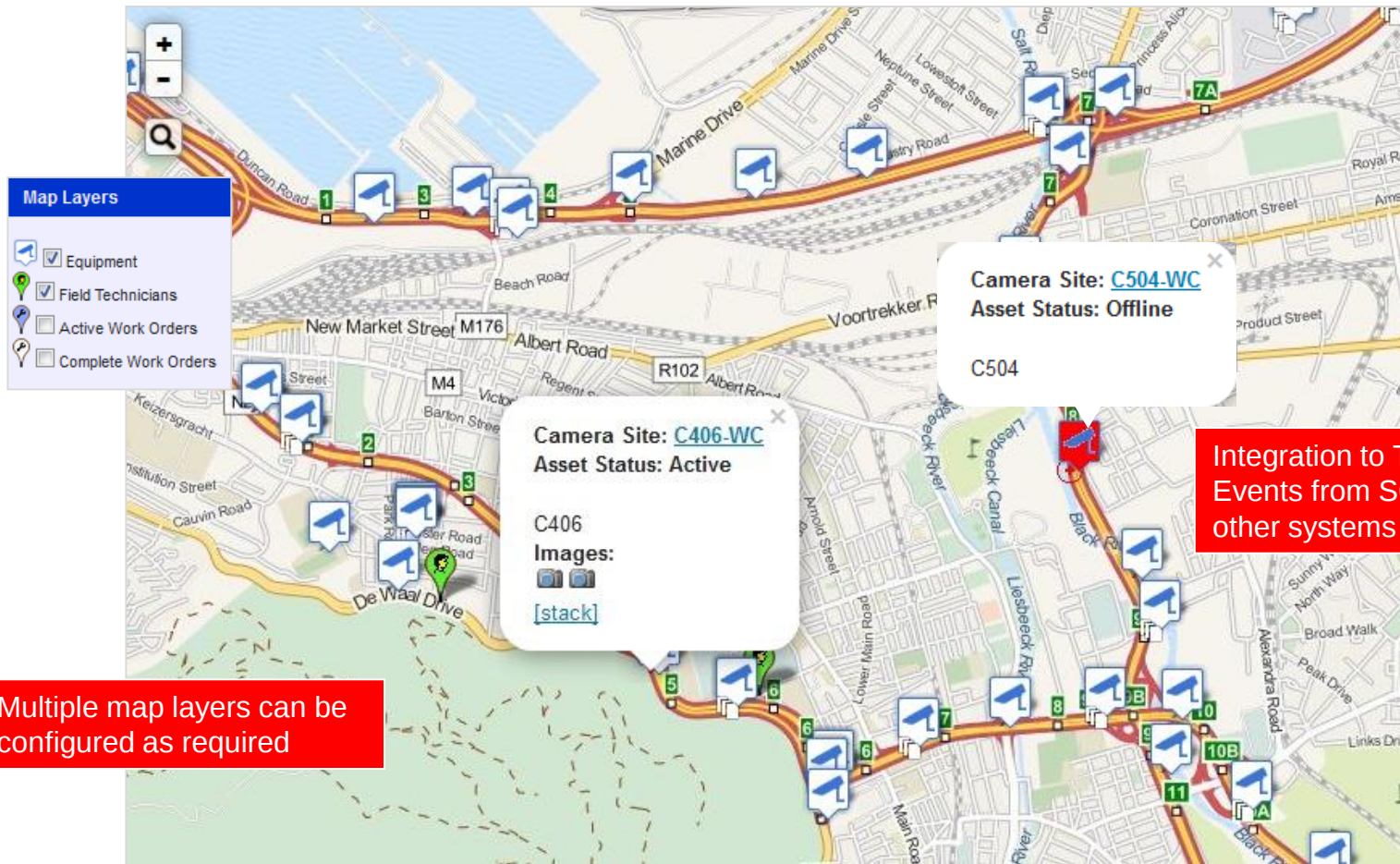
- ☒ Fire Station
- ☒ Fire Truck
- ☒ Police Car
- ☒ Hospital
- ☒ Ambulance
- ☒ Police Station
- ☐ Resources
- ☒ Incident
- ☐ Calls

Map

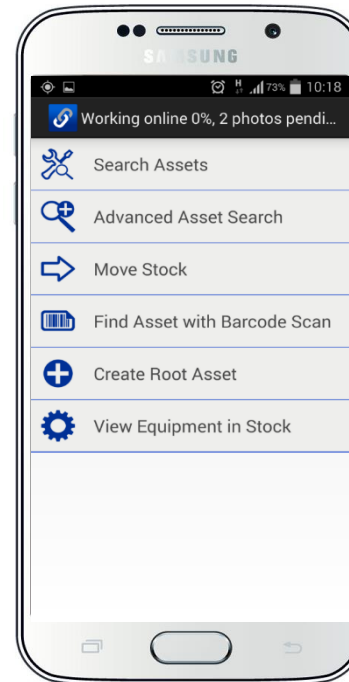
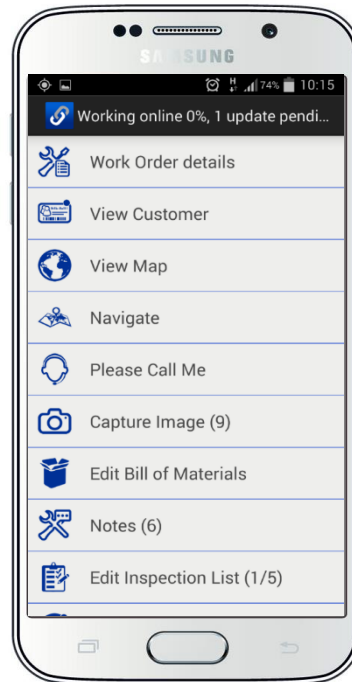
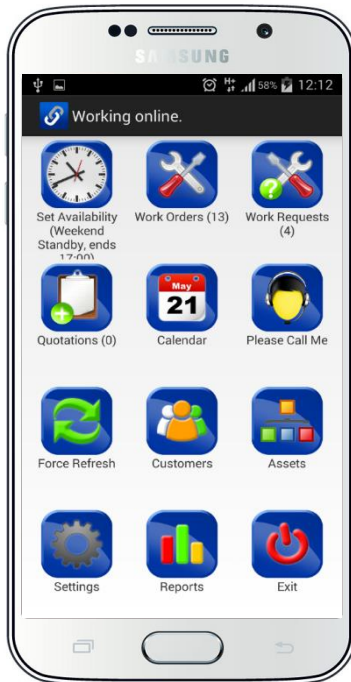
Google

Map data ©2012 A&GIS/PLA Ltd, Google, Tele Atlas

Map displaying Work Orders & Assets

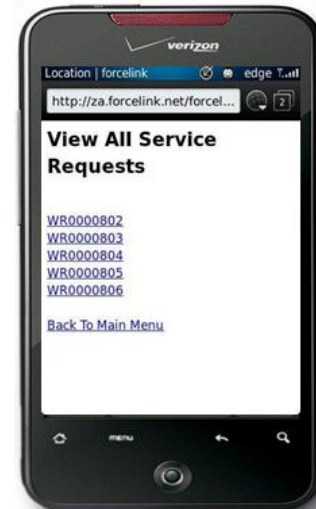
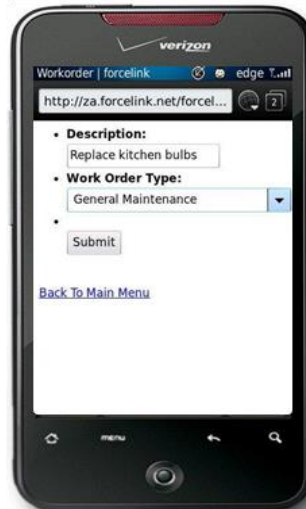
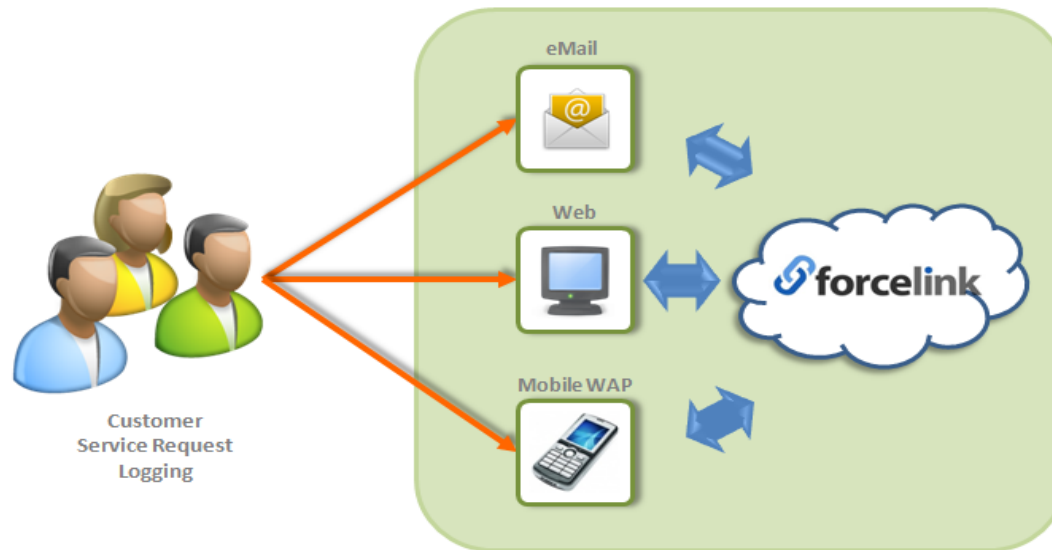


Work Orders on Mobile



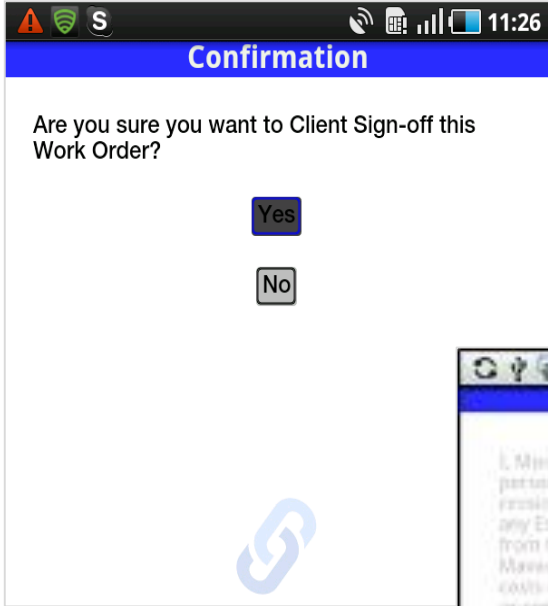
- ✓ Checklists and Inspection templates on the Mobile
- ✓ Take and upload photos, customer signatures
- ✓ Barcode Scanning of Asset Tags
- ✓ Creating the Asset Hierarchy from the mobile
- ✓ Ability to work off-line when there is no network coverage

Customer Portal: Logging Service Requests



Customer sign-off via Digital Signature

Customer sign-off via on-screen
digital signature



A mobile application screen titled "Confirmation" with a blue header. The status bar at the top shows various icons and the time 11:26. The main text asks, "Are you sure you want to Client Sign-off this Work Order?". Below the text are two buttons: a blue "Yes" button and a grey "No" button. A blue link icon is visible in the bottom left corner of the screen.

Confirmation

Are you sure you want to Client Sign-off this Work Order?

Yes

No



A mobile application screen titled "Sign Off Job Card 1323940126565" with a blue header. The status bar at the top shows various icons and the time 11:59. The screen displays a digital signature over a document. The document text includes a statement from "Mawee Gladis Sitaya" and mentions "Mawee Trading". At the bottom, there are three buttons: "Back", "Submit", and "Clear".

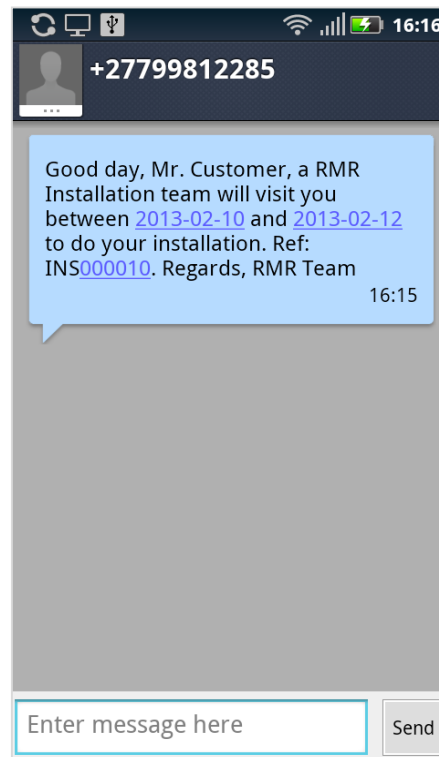
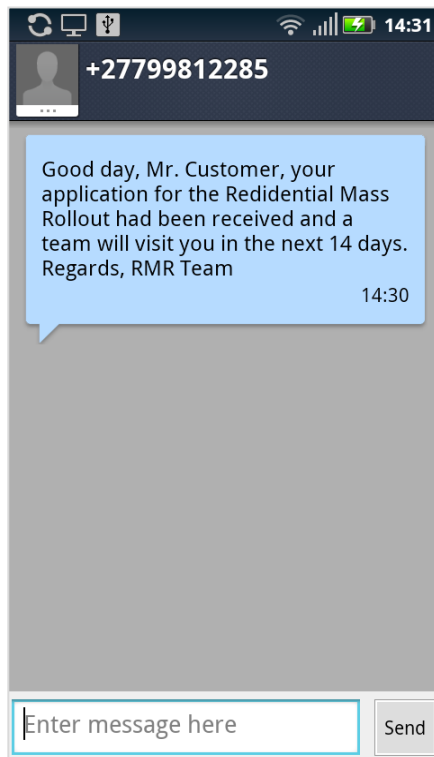
Sign Off Job Card 1323940126565

I, Mawee Gladis Sitaya, do hereby certify that I am the duly authorized person of the above mentioned company and am entitled by law to sign this document. I have read and understand the contents of this document and I hereby acknowledge and accept the terms and conditions of the document. I have read and understand the contents of this document and I hereby acknowledge and accept the terms and conditions of the document. I have read and understand the contents of this document and I hereby acknowledge and accept the terms and conditions of the document.

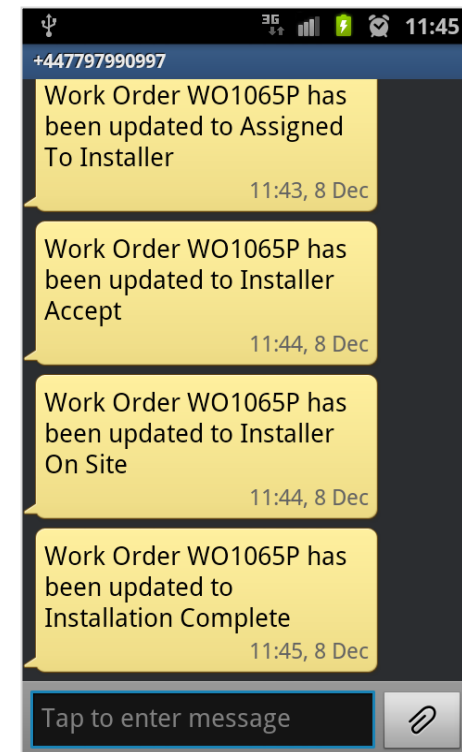
Back Submit Clear

Automated Updates to Customers

Customer Appointments and Automated Notifications



SMS or email updates on Work Order status changes sent to Customer



Images Linked to Jobs

KI Side View



Date & Time
Stamp

GPS
Coordinates

Team inside KI



Comprehensive Audit Trail

Work Log

Expected Time of Arrival Expected Time of Completion

Change History

#	Field	New Value	User	Date
1	workOrderStatus	Created	rina	28-02-2012 16:07
2	workOrderStatus	Allocated	clyde	13-03-2012 15:13
3	workOrderStatus	Installation in Progress	clyde	17-04-2012 13:06
4	workOrderStatus	Completed	clyde	17-04-2012 13:25

Notes

Date/Time	User	Note Type	Note
17-04-2012 13:13	clyde	Feedback from Field	Signed off by client



Add

Customer Acceptance Comment ▼

Resource Shift History

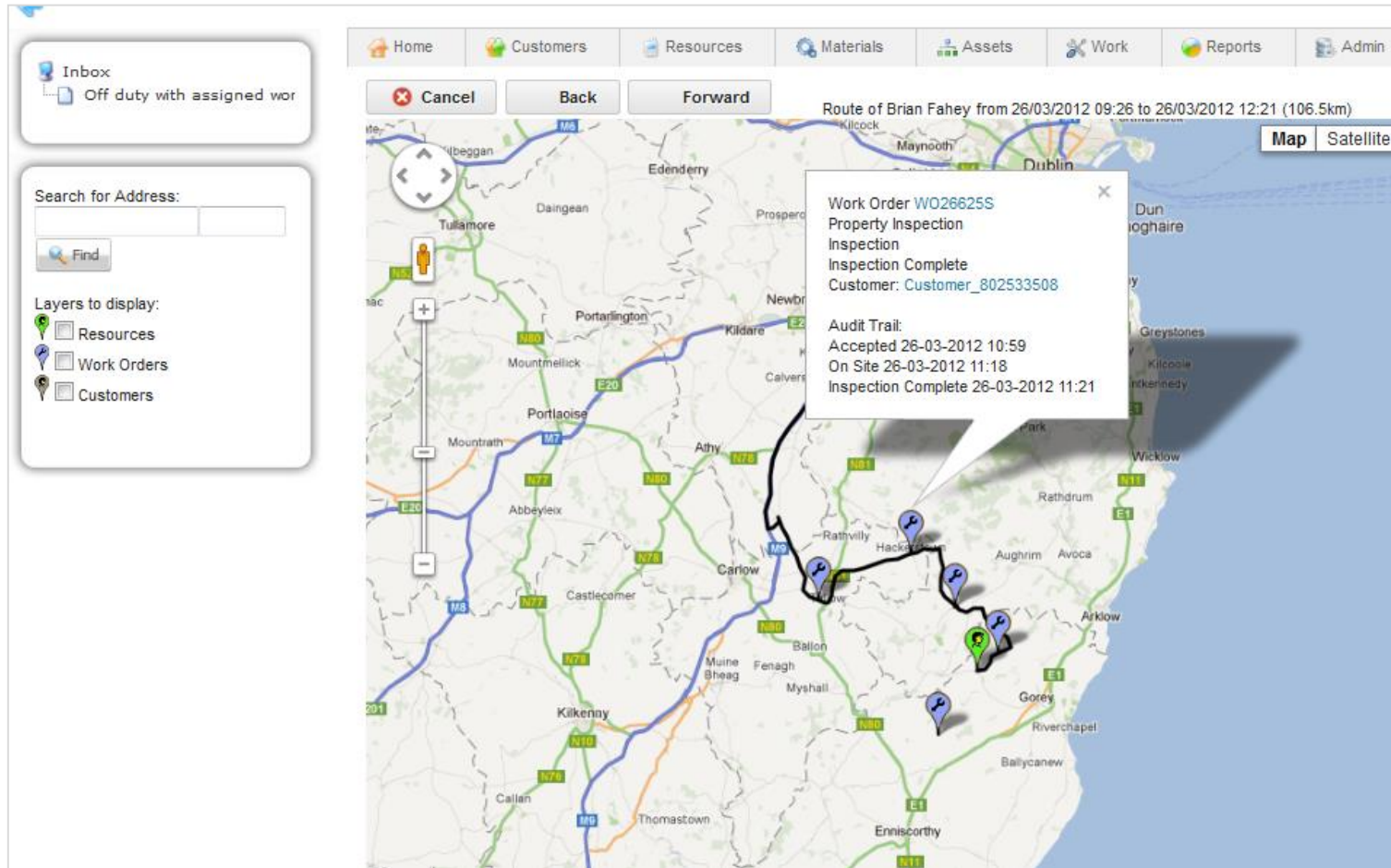
[Home](#)
[Customers](#)
[Resources](#)
[Materials](#)
[Assets](#)
[Work](#)
[Reports](#)
[Admin](#)

Resource Shift History

ID	Start Date	End Date	Starting Mileage	Ending Mileage	Shift Mileage	Shift Type
View Route Map	26-03-2012 09:26	26-03-2012 18:00	21,892.0	21,996.2	104.3	Normal Working Hours
View Route Map	23-03-2012 09:40	23-03-2012 18:00	21,827.2	21,892.0	64.8	Normal Working Hours
View Route Map	22-03-2012 08:40	22-03-2012 18:00	21,584.4	21,827.2	242.8	Normal Working Hours
View Route Map	21-03-2012 08:42	21-03-2012 18:01	21,345.5	21,584.4	238.9	Normal Working Hours
View Route Map	20-03-2012 17:29	20-03-2012 18:00	21,273.2	21,345.5	72.3	Normal Working Hours
View Route Map	20-03-2012 09:39	20-03-2012 16:30	21,004.2	21,273.2	269.0	Normal Working Hours
View Route Map	20-03-2012 09:13	20-03-2012 09:36	20,999.8	21,004.2	4.3	Normal Working Hours
View Route Map	16-03-2012 10:43	16-03-2012 18:01	20,988.0	20,999.8	11.9	Normal Working Hours
View Route Map	16-03-2012 10:37	16-03-2012 10:42	20,988.0	20,988.0	0.0	Normal Working Hours
View Route Map	15-03-2012 10:32	15-03-2012 18:00	20,627.1	20,988.0	360.9	Normal Working Hours
View Route Map	14-03-2012 10:46	14-03-2012 18:00	20,361.2	20,627.1	265.8	Normal Working Hours
View Route Map	13-03-2012 15:48	13-03-2012 18:01	20,249.8	20,361.2	111.5	Normal Working Hours
View Route Map	13-03-2012 14:38	13-03-2012 15:48	20,238.0	20,249.8	11.8	Normal Working Hours
View Route Map	13-03-2012 10:04	13-03-2012 14:38	20,019.7	20,238.0	218.3	Normal Working Hours
View Route Map	12-03-2012 16:56	12-03-2012 18:00	19,969.1	20,019.7	50.6	Normal Working Hours

Results 1 - 15 of 94.

Resource Shift & GPS Tracking



Forcelink

Linking your field staff with your
back office via a standard
mobile phone



www.forcelink.net