

# IDOX Mobile

## Intelligent Mobile Service Requests

Powered by Kirona





The efficiency and consistency of approach of the working practices of field based staff are able to be improved significantly by introducing carefully designed mobile working solutions. IDOX and Kirona have developed the Intelligent Mobile Service Requests solution to help field based street-scene and environmental protection officers deal with incidents rapidly and consistently whilst spending more time in the field of operation. Officers are also able to proactively report incidents which they discover or are reported to them in the field. The Intelligent Mobile Service Requests solution also eliminates dual data entry, reduces accommodation and travel costs without compromising safety and management's ability to monitor performance.

## About

IDOX Mobile Service Requests integrates with a number of *UNI-form* back-office systems including the Gazetteer Management System (GMS), Service Requests and Inspections, Visits and Actions to provide field staff with real time access to back office information from any location. The system also provides the ability to create new tasks identified whilst in the field. The system runs on a wide range of popular mobile devices such as Windows Mobile based PDAs, Blackberry's, Smart-phones and Windows Tablet PCs.

Most street-scene/public protection departments who deploy field based staff deal with numerous activity types from graffiti to abandoned vehicles and fly tipping. Different activity types require different responses. All of these can be handled by Intelligent Mobile Service Requests. Additionally the solution provides the ability to quickly check the history of any property which is the subject of an incident in terms of ownership and previous actions relating to a number of different activity areas. This ensures that as much information as possible is available to the officer when dealing with a service request.

The way in which inspections are carried out by staff using Intelligent Mobile Service Requests is also simplified. Inspections requiring a comprehensive and consistent approach such as an abandoned vehicle incident are able to use Intelligent Scripts which are question based interfaces which guide the user through inspection processes, often automatically pulling in information such as names and addresses where possible to reduce the need for manual entry of information. By using such scripts, the Intelligent Mobile Service Requests solution ensures that officers are led through the processes in a consistent, structured way. This means that productivity increases and staff require less training and re-training to carry out inspections. Inspection data is also recorded in a consistent manner.

The ability to take photographs and automatically attach these to records is invaluable when collecting evidence and seeking immediate management advice on situations discovered in the field.

## Benefits

Using IDOX-Kirona Intelligent Mobile Service Requests provides the following significant benefits to managers, field officers and members of the public:

- Increased time spent in the field – increased output
- Increased level of service due to new incidents able to be recorded, reported and resolved as they are discovered in the field
- Reduce travel and fuel costs by significantly reducing the need to travel to/from the office
- Reduced requirement for office accommodation
- Reduced reliance on telephone/radio communication with back office to research case histories, and therefore frees up the back office staff.
- Improved officer safety: Officers are able to identify potential risks associated with their immediate environment based on the ability to examine up to date property/area information. A panic button capability forwards the user details via SMS to relevant colleagues
- Eliminates delays in updating back office database – real time information allows quicker decision making
- Elimination of dual data entry
- Reduced carbon footprint due to reductions in travel and reduced requirement for office accommodation, heating, lighting etc
- Allows more efficient use of management time e.g. to provide increased levels of support on specific field incidents by having access to the same information (including photographs etc) as the field officer

## Other key features

- Real time search and display of information – improves communication between office and field
- Real time update and creation of service requests, inspections and actions
- Access to property history and other relevant information normally only available at the office base
- A consistent approach by following the same processes contained within the back office system.
- View and record spatial data
- Integrates with IDOX DMS providing access to relevant supporting documents such as previous letters and notices
- Allows the production of timesheets, mileage and travel claims without returning to the office
- Provides access to the *UNI-form* diary system and allows work such as inspections and visits to be scheduled
- The dashboard allow managers to see officer diaries and work schedules and reallocate if necessary



## Increased Safety

Safety features available include:

- **Panic button which causes a SMS message to be sent other mobile users and the back office**
- **A safeguard timer which will cause an alert to be issued after a preset period of time had expired**

## Flexibility

IDOX-Kirona Intelligent Mobile solutions are device independent. Officers can choose the most appropriate device to suit their need for example officers who spend most of their time on foot can use smaller devices such as PDAs whilst those who spend time in vehicles may prefer to use tablet PCs or even laptops. The solution will adapt intelligently to the type of device and screen size in use.

## DMS Integration

Management and team leaders can view a hierarchy of the complete team and contact details for each field officer. Public Protection departments will see the benefits of integration into additional systems such as CRM and EDMS/EDRMS. This Integration allows mobile users to access relevant files, correspondence, and notices automatically when required.

## Management of Work

All service delivery departments have performance indicators to meet. Intelligent Mobile solutions from IDOX-Kirona can greatly assist in meeting and exceeding the KPI's by providing real time access to all disparate systems, people and processes.

## Key Outcomes

Intelligent Mobile Service Requests will also drive the following additional general benefits:

- **New efficiencies, processes, quality and standards**
- **Flexible working for departments which can lead to reduced office space**
- **Improved team communication & collaboration (sharing of documents and data electronically)**
- **Joined up working across the whole department**
- **Improved levels of staff retention and work quality by improving level of moral and training for contract / temporary staff**
- **Substantially improved levels of customer service providing an automated approach for Public Protection departments**
- **Increased productivity levels**
- **Increased levels of efficiencies through onsite recording of information and live access to back office systems**
- **Reduced number of repeated visits to site saving fuel and travel time costs**
- **Remote worker safety**

## Rapid Return on Investment

As a minimum, it is expected that implementing Intelligent Mobile Service Requests will enable officers to spend an additional 1 hour per day in the field, undertake at least 2 additional inspections per day and reduce travel costs significantly due to the reduced number of visits required to or from the office. Individual local authorities are organized in different ways and experience different workloads. It is not therefore possible to identify a "one size fits all" cost saving formula. IDOX will however provide any evidence required to assist you in creating a business plan which provides meaningful and relevant ROI calculations for your individual circumstances

## More Information

If you would like more information about IDOX Mobile or see a live demonstration of the software then please contact your IDOX group Account Manager or call 020 7332 6000.



IDOX group's Intelligent Mobile Solutions are powered by Kirona, a market leading software company focused on providing intelligent mobile software solutions that deliver real business benefits and efficiency savings. Blending both software and consultancy, Kirona supplies to more than 170 customers with specialist expertise in local government and social housing. Together, IDOX group and Kirona deliver integrated intelligent mobile solutions and provide customers with end to end support of the complete solution.

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## IDOX group

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