

# IDOX Mobile

# Intelligent Mobile Tree

# Management and Inspections

Powered by Kirona





The IDOX-Kirona Intelligent Mobile Inspections system is a mobile application for use by field service organisations, enabling new more efficient ways of working. It is a generic application which is tailored to the specific needs of a customer. When configured for Tree Management and Inspection it provides any organisation with a duty of care for tree's and related assets as well as a flexible system to manage planned and un-planned work. IDOX-Kirona's Inspect software offers real-time capture of tree and related assets directly into bespoke back-office database.

The flexible application is capable of running standalone (not plugged into any back office) or fully integrated with existing back office systems.

When integrated with existing back office systems the solution not only extends the reach of any existing back office system out to the mobile worker, but also extends the functionality of the existing solution by enabling users to collect extended data sets of information, not previously possible in the existing back office solution.

The solution allows both office based and mobile field users alike to record incident/inspection details as incidents (service requests). Each incident is assigned to a mobile field worker (this can be done automatically using the IDOX-Kirona Intelligent Field Force Scheduler) and the field worker has visibility of the incident via their Remote Worker Dashboard.

The solution is designed to handle both planned routine inspections and unplanned ad-hoc business processes. Full history of inspections and asset data is available in the field. Management reporting is also available as a standard part of the product

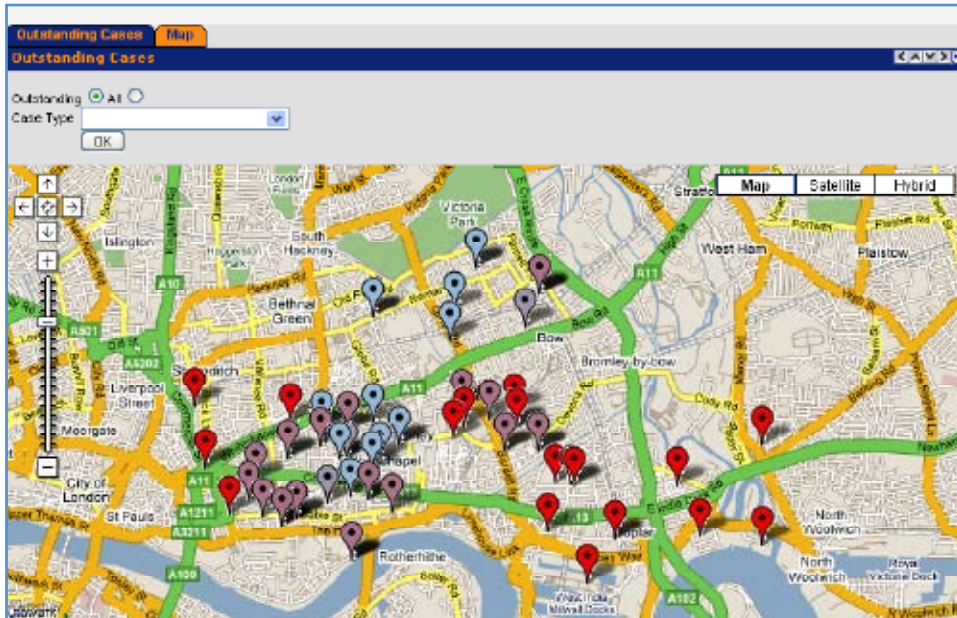
## Key Product Features

Mobile Field Workers in real time can call up inspection details and then capture inspection specific information directly into the back office system.

Tree inspectors can record information about tree species, age, location, height, crown size, diameter, ground type, distance to nearest building, description, hazard condition and risk location. Digital images can then be captured and uploaded directly into the database to be stored with the appropriate asset.

Inspect for trees has the function to create tree inspection actions and trigger works orders from these. It is also possible to create tree incident notifications to report risk trees. These can come from a variety of sources; inspectors, teachers, general public etc., including the ability to record tree details, action code, reporting party, CRM I.D., notification details and inspector comments.

Combining Tree Inspect with IDOX-Kirona's GPS/GIS component, allows a user to access IDOX-Kirona's mapping and hotspot functionality. 'Hotspots' shows the geographical locations of assets and staff. This gives a user a more visible interface and allows them to plan their job route and work



more efficiently. It also acts as a useful analytical tool for reviewing areas of high service request activity.

Selecting hotspot icons will also allow the user to 'drill down' on information, ensuring they are as well informed as they would if they accessed the information in the back office and allowing them to update this information in real time whilst working in the 'field'.

Other key features include

- **Real time data display and data creation directly from and into the back office database.**
- **Any device that has a browser can be used i.e. tablet PC, PDA, Blackberry, mobile phone**
- **Integrated remote worker safety with alarms and panic facilities which alert colleagues automatically via SMS (text and email)**
- **Real time view of historical data**
- **Upload of digital images captured straight into the back office database**
- **Proactive notifications of re-inspections**
- **Mobile worker diary capability**

## Implementation Options

The solution can be implemented in one of two ways and is typically a three day process, these days being split into solutions design, installation and implementation/training.

### Hosted

A hosted implementation involves the customer being given access to IDOX-Kirona's hosted infrastructure.

Typically stand alone (non-integrated) implementations of the system are implemented via the hosted model, although back office integration is possible with this model.

### Local Install

A local installation implementation involves IDOX-Kirona installing the Intelligent Mobile software on either an existing server or on a new server environment, located within the customer's data-centre.

Local installations are typical where significant integration into back office systems is required.

## Customer Outcomes

Expected outcomes include:

- **Database of assets with inspection history and planned inspection programme.**
- **Option for integration with IDOX-Kirona Field Force Scheduler & Dashboard for automating the scheduling of inspection/jobs**
- **Option for integration with IDOX-Kirona Messaging System for automatic proactive alerts via SMS/Email to be sent based on 24\*7 monitoring of system data and thresholds being reached**
- **Improved customer satisfaction through increased service levels (timely arrival and response to incidents)**
- **Efficiency is increased and costs are reduced via optimised scheduling of the right staff for the right job**
- **Paperwork and time spent sorting jobs is decreased**
- **Information flow regarding job status / worker status is greatly increased**
- **Improved decision making improved by real-time access to worker / job statuses.**
- **More efficient service delivery, i.e. re-keying of data becomes obsolete.**
- **Greater accuracy**
- **Improved Service delivery out of core hours**
- **Faster turnaround on service requests**
- **Lone worker safeguards**

## 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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