



DIGITAL ME PERSONA FIELD WORKER



DIGITAL
IT designed for people *me.*



A field worker has no fixed office or specific location of work, and is entirely reliant upon remote access to connect to the business services they require. Field workers will often use one or more mobile device and effectively take their office with them each day.

Examples of Field Workers within specific industries:

Community Nurse: Requires secure mobile access to medical resources including patient records and access to colleagues to care for patients. Needs to be able to interface with other care providers and coordinate the services of multiple agencies.

Delivery Driver: Needs access to delivery schedules; navigation tools; and customer profile information. Need to be able to update and close jobs including taking photographs as digital records, as well as the ability to promptly escalate issues.

Utilities Field Worker: Needs the ability to work safely in remote locations with rapid access to plans, system tools, information and expert advice. Must be able to access job schedules and track completed work in real time.

Heating Services Engineer: Needs to access and schedule appointments; navigate traffic, locate and work safely on customer sites. Also needs service history, technical blueprints and expert troubleshooting. Able to locate and order stock, and to schedule follow-up appointments.

PLATFORM:

- Resilient devices, often encompassing ruggedised features to cater for operation in challenging environments
- Flexible connectivity based around cellular connectivity and WiFi (when available)
- Remote configuration and policy management for security and control

COLLABORATION:

- A range of collaboration capabilities including Social Networking, Instant Messaging and Telephony
- A flexible, multi-channel, always-on help and support community between colleagues and back to base

INFORMATION:

- Scheduling tools, maps and navigation
- Access to customer records, case history and contact information
- Fast access to technical information and blueprints
- Stock inventory, lead times and group calendars

ENGAGEMENT:

- Multi-channel support, that facilitates self-help and is always available
- Devices that are delivered pre-configured and enabled out-of-the-box
- Require out of hours support

