Intelligent
Field Service

The complete solution for organisations
with field-based operations

⁝⁝KIRONA™

Introducing Kirona

Kirona helps organisations to deliver exceptional field-based services in the most cost-effective way possible. We do this by providing our clients with a suite of applications that enables them to manage their end-to-end service processes and to seamlessly link field-based workers with central functions.

Without exception our clients gain multiple benefits from deploying our cutting edge filed service solutions.

Increased productivity

By always aligning the right people, skills and equipment to each activity and ensuring that work is scheduled in a manner that minimises travel time and maximises the number of tasks that can be completed each day.

Reduced costs

By optimising resource utilisation, ensuring that more tasks are completed first time and significantly reducing unproductive time including travel, no-access visits and paperwork.

Improved customer service

By ensuring that customer commitments are always met whether that be an appointment or an SLA and that you complete the task as promised, first time.

More effective mangement

Through comprehensive, real-time visibility of your field-based operation and the ability to analyse every metric to understand operational performance and areas of continuous improvement.

Intelligent
Field Service

Kirona is helping hundreds of organisations to deliver what we term as Intelligent Field Service.

These organisations span multiple sectors including Facilities Management, Field-Based Support, Healthcare, Housing Management, IT Support, Local Government, Retail, Telco, Utilities and many more.

All of our clients have a common goal; it is to deliver the best possible service to their customers in the most efficient and effective way possible. We help them do this by providing a solution that spans the complete field-service lifecycle from planning & scheduling through service delivery into performance management and continual improvement. We enable Intelligent Field Service through three distinct applications, Xmbrace DRS, Job Manager and InfoSuite. Individually these applications deliver significant value to field service organisations and when combined, deliver a unique advantage.

1. Planning and Forecasting

2. Customer Service and Appointments

3. Scheduling and Dispatch

4. Mobile Workforce

5. Performance Management

Dynamic Resource Scheduling

Whether you undertake lengthy and complex projects or deliver a real-time responsive service, Dynamic Resource Scheduling provides you with a complete solution to plan, schedule and manage your field-based activities.

Dynamic Resource Scheduling (Xmbrace DRS) provides your planners and managers with a comprehensive application that enables you to appoint work in the most optimum way, to align the right resources to each task and then to take exceptions in your stride as the working day evolves. The main capabilities of DRS include:

Planning resources

Taking into consideration every attribute of all resources including people, equipment and vehicles to plan the most optimum use of this resource in delivering your field-based service.

Intelligent appointments

Call handlers are shown not only appointment slot availability, but also which of these are the most efficient to offer customers, allowing your organisation to commit to appointments that satisfy customer service and cost reduction goals.

Optimised scheduling

Computer algorithms undertake millions of calculations in order to look at every possible permutation for work allocation. This undertaking is simply not possible to do manually and so ensures the most optimum use of resources for maximum productivity.

Dynamic management

Leveraging real-time information on exceptions such as overruns, delays or emergency tasks and to dynamically reschedule the day's tasks to ensure that you continue to work in the most optimum way while ensuring that every customer commitment is met.

Job Manager

Intuitive mobile applications streamline field worker daily activities and improve the communication between them and office operations colleagues as though there was no distance between them at all.

Job Manager (JM) is a comprehensive mobile working application that is seamlessly integrated into DRS and your business applications to create a field workforce that is truly connected regardless of their location, enabling work to be allocated and tracked and managed in real-time.

Job allocation

Allowing for field services to operate with a daily or weekly workload or be dynamically allocated one job at a time. New or updated tasks can be instantly sent to the field worker's mobile device along with all of the details the field worker requires.

Real-time tracking

The ability to combine field-based updates with location services to provide managers with complete visibility on the progress of each task. This enables issues to be identified early and for corrective action to be taken before these impact customer service delivery.

Paperless working

Ensuring that all information required to be collected, including notes, signatures, parts, photos etc. can be captured electronically on the mobile phone or tablet removing the overhead returning and re-keying notes into office systems.

Streamlined workflow

Through the electronic capture of information, processes are instantly streamlined with parts ordered, follow up appointments made and data captured posted directly from the mobile application into the relevant centralised systems.

Infosuite

By leveraging the wealth of information collected through DRS and JM, we enable our clients to gain unprecedented insight into their field service operation, fully understanding performance and identifying areas for continuous improvement.

Infosuite (IS) is a comprehensive management information solution that provides our clients with valuable actionable insight into their field service organisation from tracking performance against KPIs and SLAs, through to understanding root causes of inefficiencies or service failures so that corrective action can be taken. Key areas of insight include:

Operational analysis

A comprehensive picture of operational performance including the tasks completed against schedule, work performed by individuals and a full breakdown of each task to understand achievement against key goals such as first visit completions, no access and job overruns.

Cost analysis

Accurate insight into the costs of performing each task and delivering the collective service including breakdowns on workforce productivity, equipment utilisation and travel costs. Infosuite also enables you to understand the financial impact of not utilising the most optimum appointment slots.

Resource alignment

Infosuite provides considerable insight to assist with future resource planning, enabling you to gain insight into demand, geographic mapping of such demand, how this maps onto the skills and location of staff and the impact of any misalignment on operational costs.

Customer commitment

Enabling you to track the performance of your field-based organisation against customer commitments and expectations, including the proportion of appointments kept, achievement against SLAs and the number of tasks completed right first time.

Experts in
Field Service

Founded in 2003, Kirona has grown to be recognised as the leader in delivering Intelligent Field Service solutions. We combine innovative software development with an exceptional service organisation that ensures that our technology delivers significant value to everyone of our clients.

Whereas every field-based organisation faces similar challenges, we recognise that each organisation is also different. Our applications have been specifically designed to enable them to not only be tailored to the way our clients work, but also to fully integrate into their existing infrastructure. Our proven process in delivering highly effective solutions include three primary steps:

1

Define

We take the time to understand your operation, the issues you face and the outcomes you are hoping to achieve. We add value through insight into best practice we have gleaned from working with hundreds of field-based organisations and we combine this to fully define your requirements and your solution.
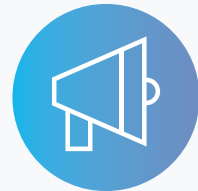
2

Apply

We work with your organisation to configure your Kirona solution to ensure it meets your needs. We strongly believe that user adoption is key to ensuring that everyone from planners, field workers, through to management are gaining value from the solution and optimising performance.

3

Manage

We continue to work with you long after the solution is deployed. Not only are we there if you need us, but we take the time to proactively review your deployment, user adoption and success metrics to ensure that you continue to maximise your investment and use this technology to drive continuous improvement in your fieldbased operation.

Who we work with

Kirona helps hundreds of organisations across different sectors to deploy highly effective field service optimisation. All of our clients have a common goal; it is to deliver the best possible service to their customers in the most efficient and effective way possible. We help them achieve this through applications that span the complete field-service lifecycle.