



TRIMBLE TASKFORCE ENTERPRISE SCHEDULING & OPTIMISATION

INTELLIGENT SCHEDULING FOR CUSTOMER SERVICE EXCELLENCE

In today's demanding business climate of higher customer service expectations, rising costs, increasing competition and greater choice, companies must find a balanced way to increase field worker performance while reducing company costs. Consistently working smarter in an ever changing world requires dynamic solutions that can grow and adapt as your business changes.

Trimble Taskforce allows your business to optimise and manage the day to day work of your mobile workforce using intelligent, automated scheduling, ensuring the best resource is used for each job. Taskforce enables your business to make in-day decisions based on real-time changes to the schedule, while ensuring all your customer commitments are met at the lowest cost.

KEY FEATURES

- Intelligent Controller with Interactive Features
- Street Level Map Visualization
- Ability to Integrate with GPS Tracking Solutions
- Automatic Start of Day Schedule
- Automatic Scheduling of Work
- Create, View and Modify Resources
- Field Configuration Tools
- MIS Reporting
- Support for Capacity Management and Appointment feasibility checking using the Capacity Controller
- Define Work Domains from Pre-Defined Geographical Areas

KEY BENEFITS

- Increase your company's efficiency by completing more tasks per day with the same workforce
- Boost customer satisfaction and retention with:
 - Greater appointment flexibility by using the Intelligent Controller
 - Better customer communication
 - More customer service calls answered per day
 - Fewer return visits by getting the right worker to the right job at the right time
- Reduce vehicle mileage and fuel costs
- Help preserve the environment by shrinking your carbon footprint

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BALANCE CUSTOMER SATISFACTION AND COMPANY COSTS

Taskforce enables your business to balance customer expectations with your company's needs, increasing customer satisfaction and delivering reliable and repeatable performance on a daily basis. Using Taskforce, the planning, appointing and scheduling of your work is automated, giving you the best way to complete your pool of jobs based on parameters you can set.

- View your future capacity at a moments notice to see when extra resource may be needed
- When appointments come in, offer your customers a choice of narrow appointment windows you know you can meet
- Receive a schedule that ensures efficiency and maximises productivity

AN END-TO-END SOLUTION

When integrated with the Dynamic Capacity Management Suite and Trimble mobile solutions, Taskforce has the capability to extend the solution from the initial customer contact to the point of service via additional Trimble solutions, such as Fleet Management. It can also be tightly integrated with other business systems, from CRM to billing, using industry-standard interfaces provided by the Software Development Kit.

EMPOWERING YOUR FIELD WORKERS

Taskforce offers the Intelligent Controller, a web-based user interface that enables users to improve field service by empowering workers while in the field.

Field worker's schedules are reasonably unpredictable - constantly changing as customer needs are met and new requests come in - so the best time to make decisions about field service delivery is just before the service begins. And the person with the most accurate and up-to-the-minute information is the field technician. Using the Intelligent Controller allows dispatchers to make smart decisions that enhance the customer's experience.

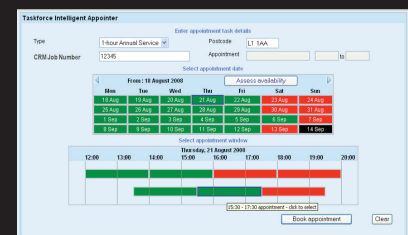
The Intelligent Controller supports intelligent pick and place, allowing the user to pick a task. It then indicates to the user appropriate places to schedule the task, getting the right worker to the right job at the right time. Users may also select some or all tasks, then request that the system automatically assign the work to field workers, creating an automated dispatch that the field workers can modify in the field when appropriate.

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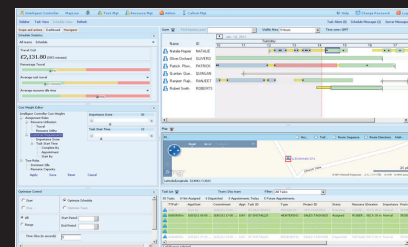
Taskforce really helped us meet our business goals of increasing service levels for customers while decreasing labor time and waste. Given our highly competitive environment, this was exactly the result we needed.

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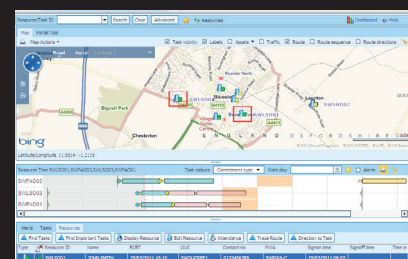
TAKE A LOOK



The Taskforce Intelligent Appointer allows dispatchers to quickly and easily create efficient schedules.



The Intelligent Controller helps dispatchers see which appointments may be in jeopardy and make immediate changes.



MapLive enables managers and dispatchers to see where their drivers are, giving them the ability to update customers with schedule information.

LEARN MORE

For more information about Taskforce, please contact your account manager or sales representative, email fsminfo@trimble.com or visit www.trimble.com/fsm

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