

Mobile phone proof of attendance solution for the field service industry

Initial Services is a subsidiary of Rentokil Initial PLC, one of the largest facilities and property management companies in the world. The Washroom Services division provides products and servicing to ensure its clients' washrooms are always hygienic and in first-class condition.

In order to do this, Initial requires an effective way of tracking on-site attendance and activities performed by washroom servicing employees.

Following the successful implementation of a Reslink solution at Initial Finland, the Swedish organization decided they too would like to benefit from the latest developments in mobile phone technology.

User-friendly solution

A key requirement of the mobile solution was that it must be extremely easy to use and should not require the user to carry more than one device – their mobile phone. It must also provide guaranteed proof that the employee attended a specific location at a particular time.

Furthermore, it should enable them to quickly record the tasks they are performing and the washroom products installed or replaced. All data must then be transmitted in real-time to the Initial back-office system.

Reslink's RFID product, which utilizes an NFC-enabled mobile phone, satisfied all of those criteria.

Proof-of-attendance

Being able to provide an end-customer with guaranteed proof that a servicing operative had visited their washrooms, and at what time, was the basic requirement of Initial Services washroom solution.

In order to do this, Initial simply swapped the operatives mobile phones for the Nokia 6131 NFC model. The Reslink RFID application was then sent over-the-air to all phones and the user followed a few on-screen instructions to install it.

An inexpensive RFID tag was placed by the washroom operatives at each Customer site. Now all they have to do is touch the tag with their phone on every visit and a real-time record of attendance is instantly transmitted to the back-office system.

The same idea has also been used to record time spent loading vans at depots – a tag by the warehouse door is touched by operatives upon arrival and departure





Tasks performed

When touched, each “Customer tag” causes the phone to request other work-related data from the Initial washroom operative. This allows them to record the type of tasks they are carrying out – new equipment installation, regular service, deep cleaning, repairing, equipment removal, emergency call-out, and several others.

Products used

The washroom operatives also use the mobile phone to record consumables and products they installed during the visit by choosing the item from a list and then typing in the number utilized – for example, 3 sanitary bins, 2 packs of paper towels, etc.

Helping the sales team too !

Every visit to a Customer site is a potential mine of information for the Initial sales team. The flexibility of the Reslink solution made it very easy for Initial themselves to add phone functionality that enables the service workers to record details of competitor products that they find on-site during their visits.

Van tags

Tags placed behind the sun-visor in each van identify the vehicle and allow the Initial service worker to input the current odometer reading. Thus, travel distances can be recorded at the start and end of each shift.

About RealTime DC Ltd

RealTime DC Ltd are partners for Reslink Solutions Oy in the UK and UAE.

RealTime DC offers mobile solutions in field service, security patrol, time and attendance, location services, asset tracking, auditing, and health & safety. We can also supply you with all your hardware needs, RF surveys, software, implementation, project management, and any consultancy requirements.

Management reports and KPI's

Data is sent in real-time from the phones to Initial Services back-office system, providing an up-to-the-minute picture of service workers activities. Information captured is fed into the management reporting system to give an accurate analysis of Service Level and other Key Performance Indicators.

Customer Analysis shows data such as the amount of time spent on different tasks at each customer site, the equipment installed there, and the amount of products and consumables used, all selectable by different time periods.

Employee Analysis gives data such as the average amount of time spent at each customer, time spent traveling, distances traveled, and time spent loading at depots. This information is available across different time periods and can be compared to the company average, thus helping to highlight the best and worst performing technicians.

Benefits of the Reslink solution

- Guaranteed proof-of-service for end-client
- Improved reporting due to capture of job-related data at the point of service
- Simple to use; almost no training required for mobile users
- Flexible interfaces make it easy to add or amend mobile functionality
- Washroom operatives need carry only one device – their mobile phone.



About Reslink Solutions Oy

Reslink Solutions Oy (Ltd) is a Finnish software company that specializes in solutions for proof-of-attendance and location - sensitive data capture using mobile phones. By utilizing a variety of new technologies such as NFC phones and RFID tags, our customers can immediately prove where their employees went, at what time, and what they did whilst there.

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