" Innovation, We Deliver Results "

GUSSMANN

FIELD FORCE MANAGEMENT

www.g1.com.my

WHY GUSSMANN?

1 PIONEER

Gussmann was incorporated since 1994, the leading ICT provider in Malaysia with an innovative home growth hardware and software solutions which more than 20 years.

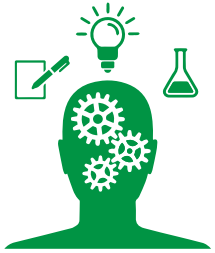
2 LEADER

Gussmann has been recognized as the undisputed leader and is the largest provider of fleet management solutions in Malaysia with more than 23,000 vehicles across all major industries.

3 INNOVATIVE

Gussmann always commited in advancing R&D effort to enhance product features and value in line with the rapidly evolving technology.

We always seek for BREAKTHROUGH, INNOVATION & CONTINUOUS IMPROVEMENT from a big team of experienced engineers and application developer.



4 CLOUD COMPUTING SYSTEM

A fully WEB BASED MONITORING SYSTEM with no software installation required. Access to the system is just as simply as through logging in with any computer smart device and internet connection.

FIELD FORCE MANAGEMENT

The next generation of field force monitoring

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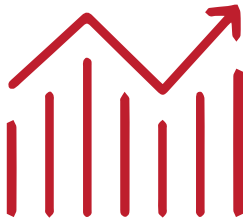
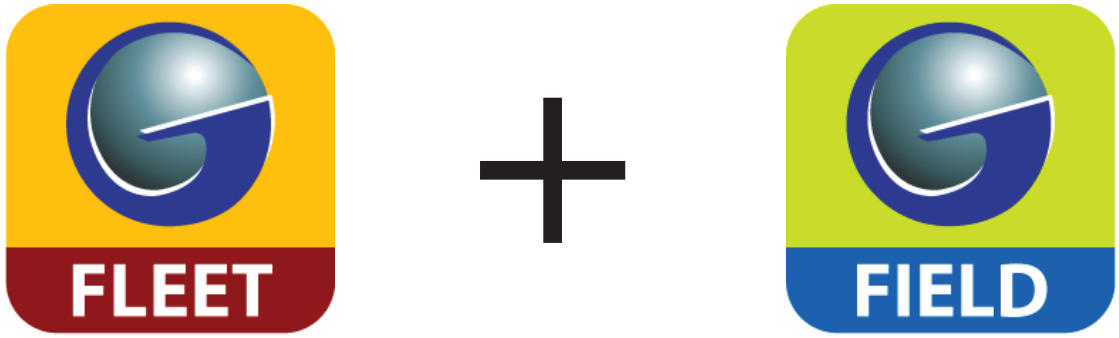
It is all about field servicing team's:

» SAVING
» EFFECTIVENESS
» EFFICIENCY
» PRODUCTIVITY



FIELD FORCE MANAGEMENT



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With the next generation of
field force monitoring

Be LEAN,
Do MORE with LESS

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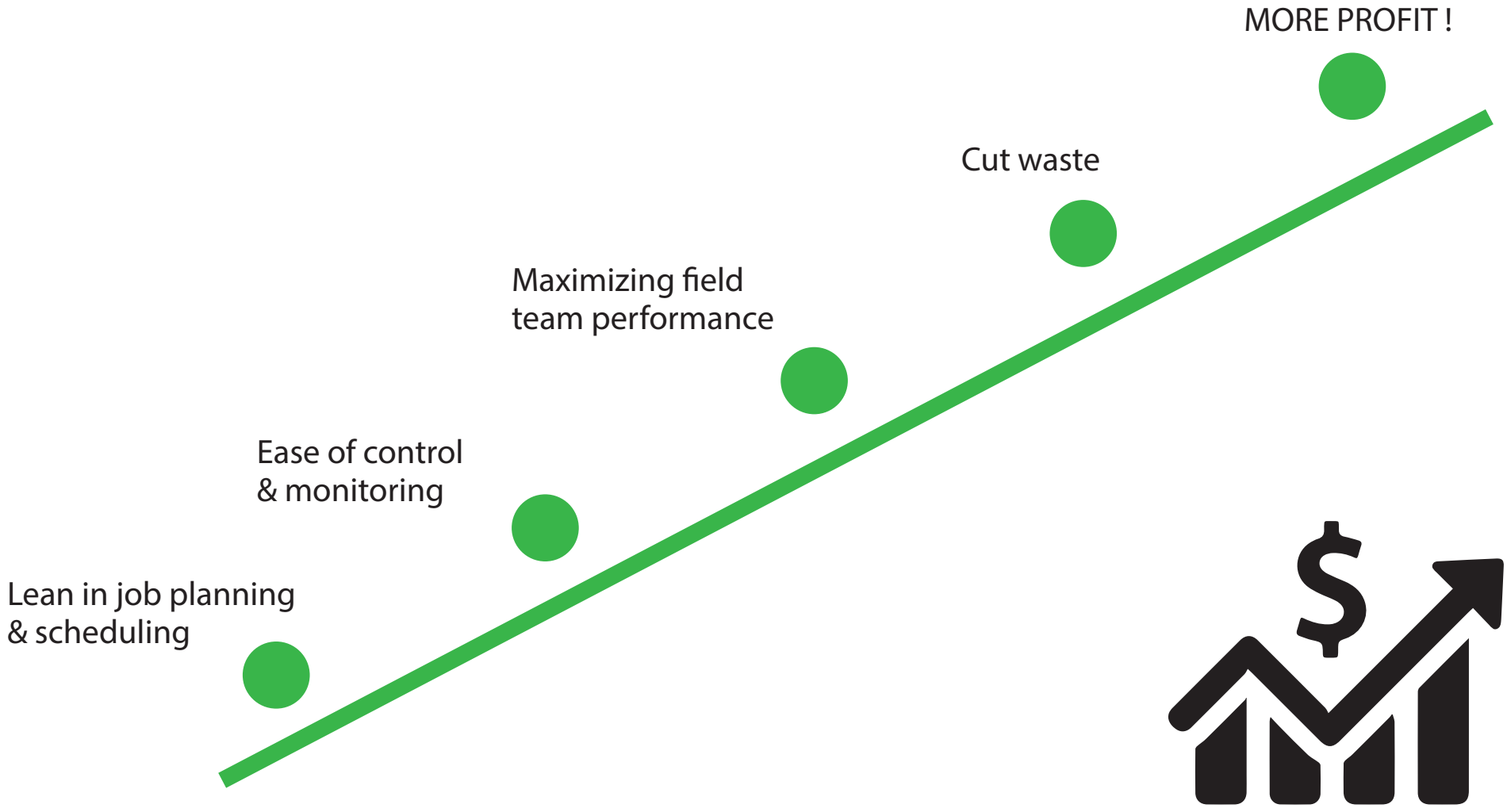

MORE PROFIT !
Cut waste
Maximizing field
team performance
Ease of control
& monitoring
Lean in job planning
& scheduling

TRANSFORMATION OF FIELD OPERATION

Keep your field team efficient & accountable

MAKE A CHANGE; CHANGE IS NOW !!!

BEFORE Challenges Faced		AFTER Transformed
1 >> Missing in action (MIA)	→	1 >> 24/7/365 GPS locating
2 >> Manual job scheduling	→	2 >> Web-based and Smart job scheduling
3 >> Extensive paperwork	→	3 >> Systemized & paperless
4 >> Poor communication between field team & operation team	→	4 >> Real-time job status update
5 >> Difficult on gathering historical data	→	5 >> Graphic report / chart
6 >> Lots of waste - under utilization of resources	→	6 >> Efficient & resource maximizing

BENEFITS

>> Not only to track your field workers but to have access to IMMEDIATE, SOURCEFUL & SECURE information about your field team at all times

>> Plan ahead and have a PROPER TRAFFIC CONTROL

>> Go green and PAPERLESS

>> Web-based and systematic - FULL VISIBILITY on your operation scheduling

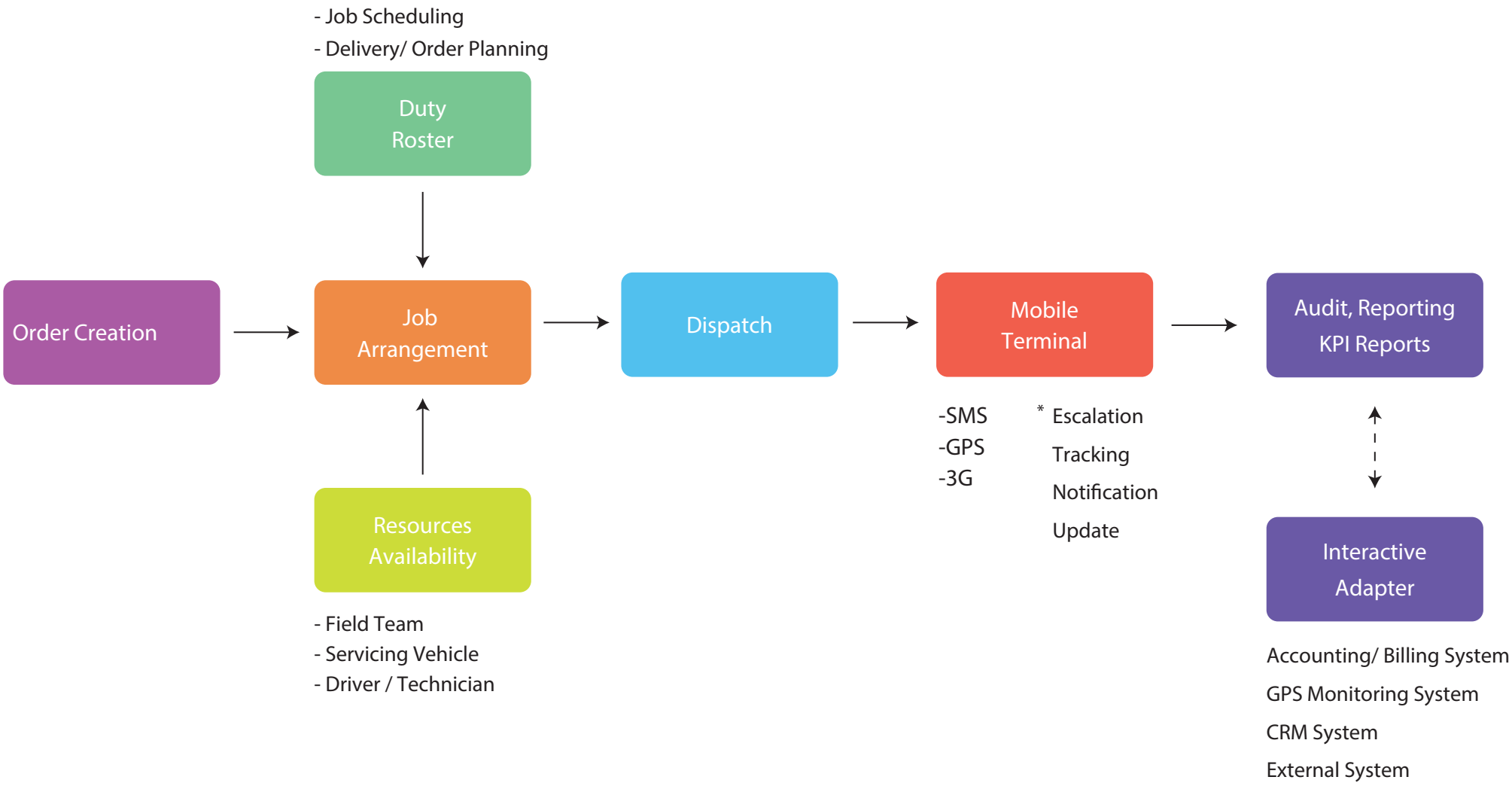
>> Ease on gathering the HISTORICAL DATA of jobs with just a few simple clicks

>> Maximizing field team capacity and utilization the resources through better control and eye on screen monitoring

>> Powerful automated B.I. REPORTS, real impact on ROI by turning Fleet Data into useful and ACTIONABLE INFORMATION

>> Fast react to changing conditions appropriately through a computer screen

FIELD FORCE MANAGEMENT FRAMEWORK



HOW IT WORKS?

What is Workforce Management !

Workforce management (WFM) is an integrated set of processes that an institution uses to optimize the productivity of its employees on the individual, departmental, and entity-wide levels. In a corporation, organization, or government entity, WFM involves matching employee skills to specific tasks over time, quantifying the amount and types of labor needed to accomplish particular jobs on a day-to-day or hour-to-hour basis.

ORDER CREATION

1 >> Create order/ job paperless

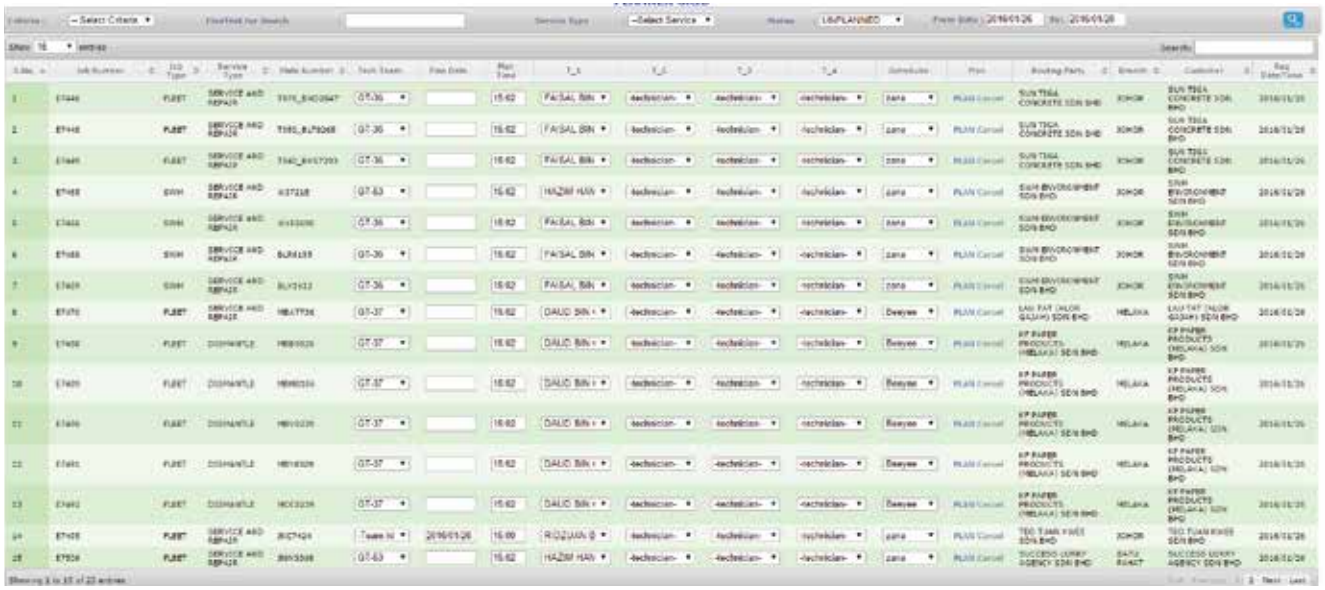
>> Entry column can be customized and modify to suite the business operation.

2 >> All the outstanding task will be tabulated, ensuring that no task will be missed out.

>> Easy

>> Systematic

>> Efficient



PLANNING

1 >> Job Started

2 >> Job Aborted

3 >> Outstanding Job

4 >> Vehicle/ team no.

5 >> No job yet

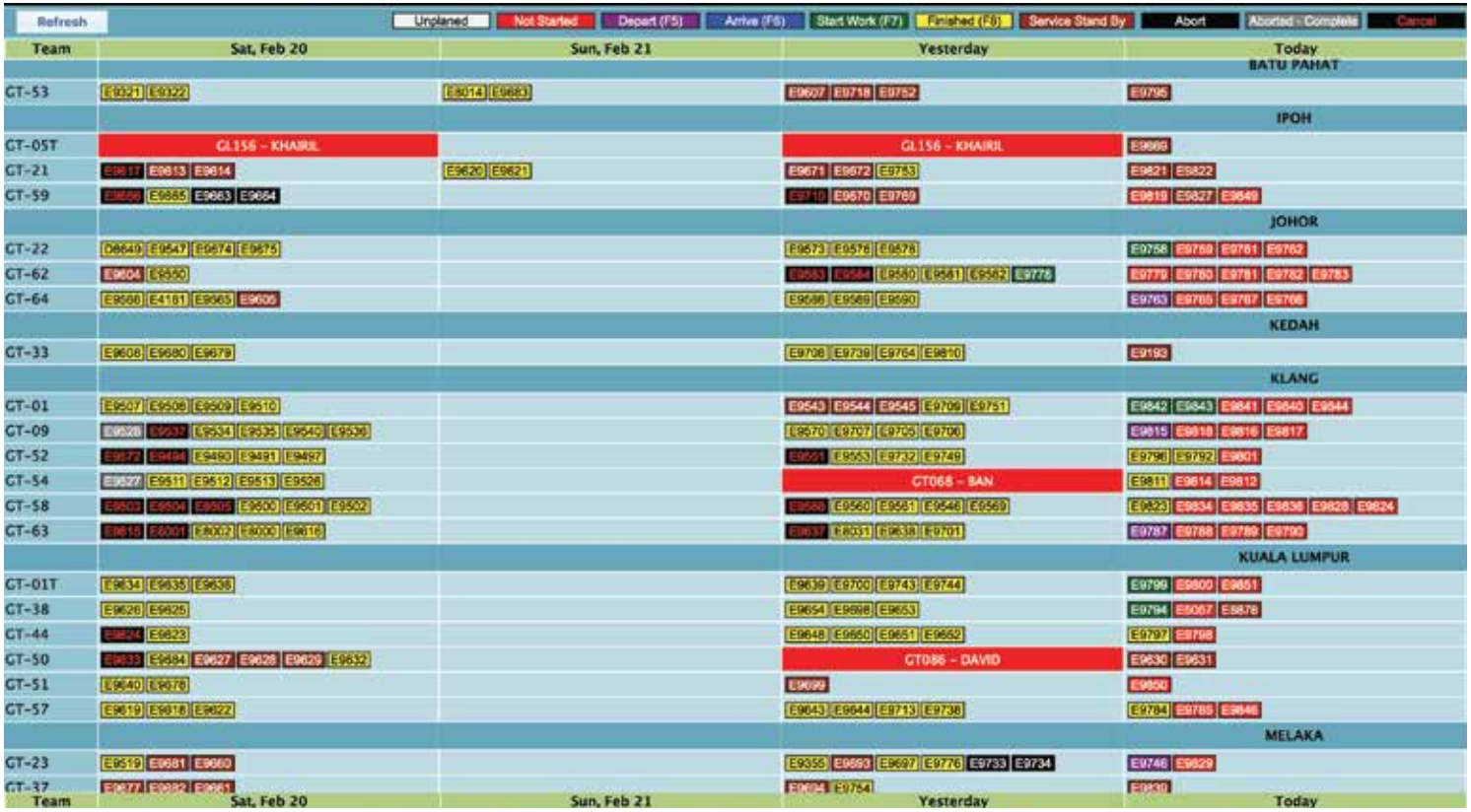
6 >> Can add more job

>> Total Visibility - ease on checking the availability of your team & resources

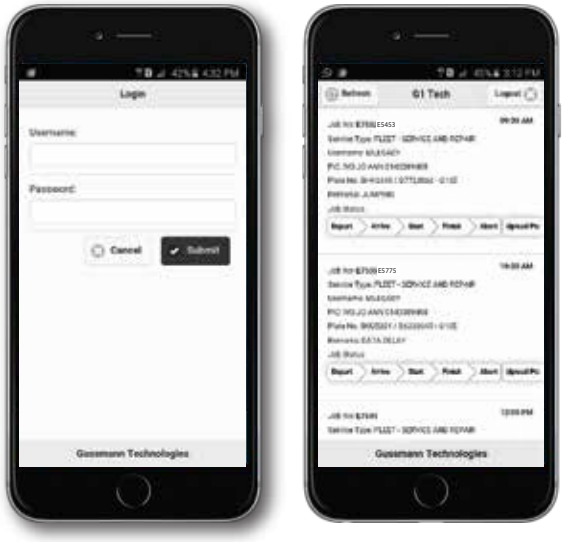
>> Plan & assign the outstanding task accordingly to maximize the fleet team performance.

>> Job planned can be reschedule or transfer to back up team easily.

MONITORING & TRACKING



MOBILE APPS

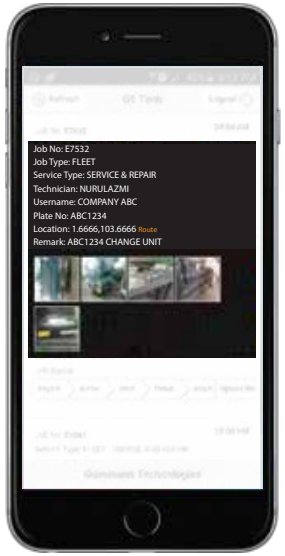


>> Job planned & assigned will be push and pump to any mobile terminal (ex; smart phone, tablets)

>> Field team can report and update back to the system easily

>> Eye-on-screen, a big and real-time picture on your daily operation

JOB REPORTING & UPDATING

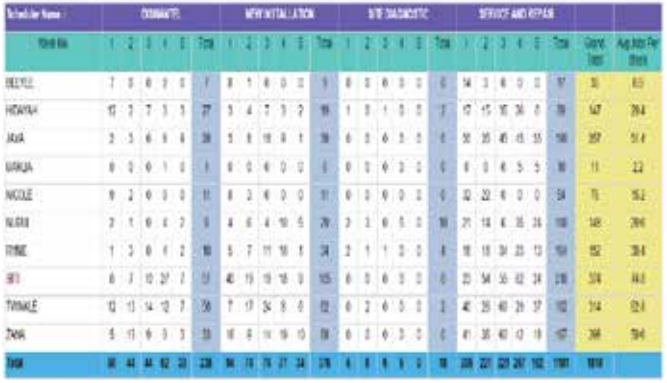


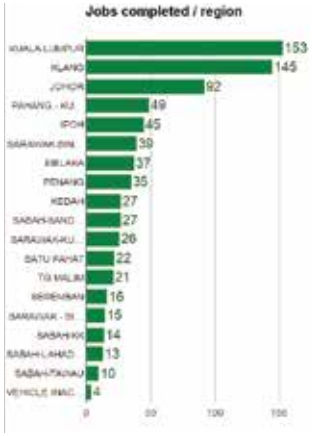
>> Field team can capture image and report back to HQ

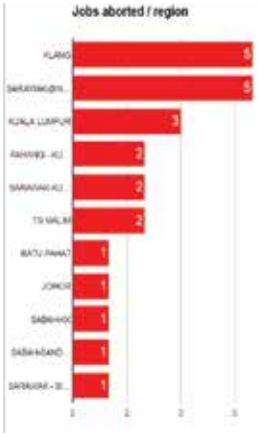
>> Colour coding on the status of the task assigned

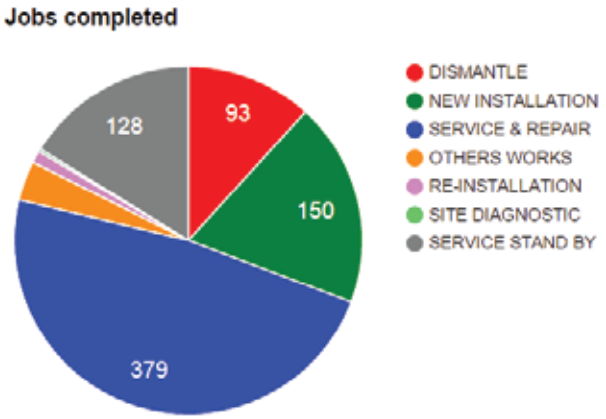
>> System will automatically match back the picture capyured with a specific job

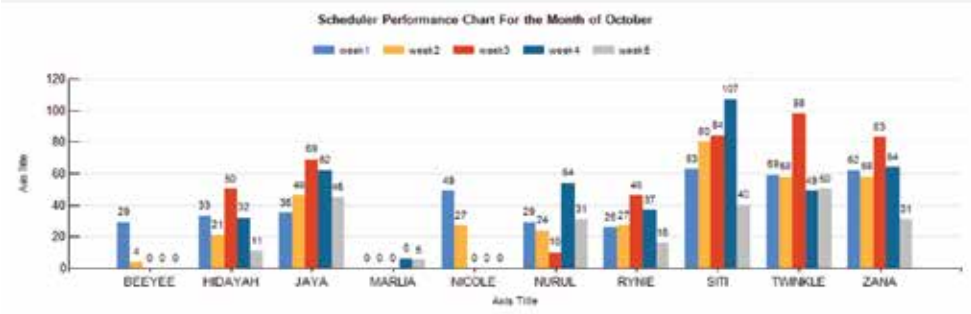
AUTOMATED ANALYSIS REPORT

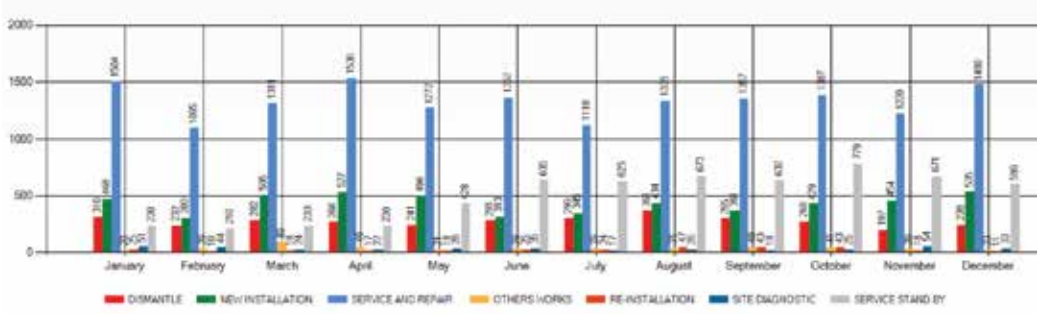












>> Real impact on ROI by turning data into useful and actionable information.

CUSTOMER TESTIMONIAL

User experience before implement h1.com.my and after implement h1.com.my

TITLE	RESULTS		PERCENTAGE
	BEFORE	AFTER	
Service Team	85 team	65 team	reduced 23.53%
Jobs/ Team/ Month	20 jobs	28 jobs	raised 40%
Jobs/ Year	20458 jobs	21627 jobs	raised 5.71%
Cost/ Team	RM2500,000	RM1950,000	reduced 23.53%
Cost/ Job	RM124.64	RM90.16	reduced 27.65%

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