

" Innovation, We Deliver Results "

GUSSMANN FIELD FORCE MANAGEMENT



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.



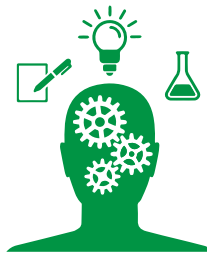
2 LEADER

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 committed 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.



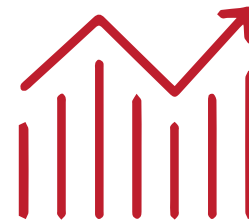
FIELD FORCE MANAGEMENT

The next generation of field force monitoring

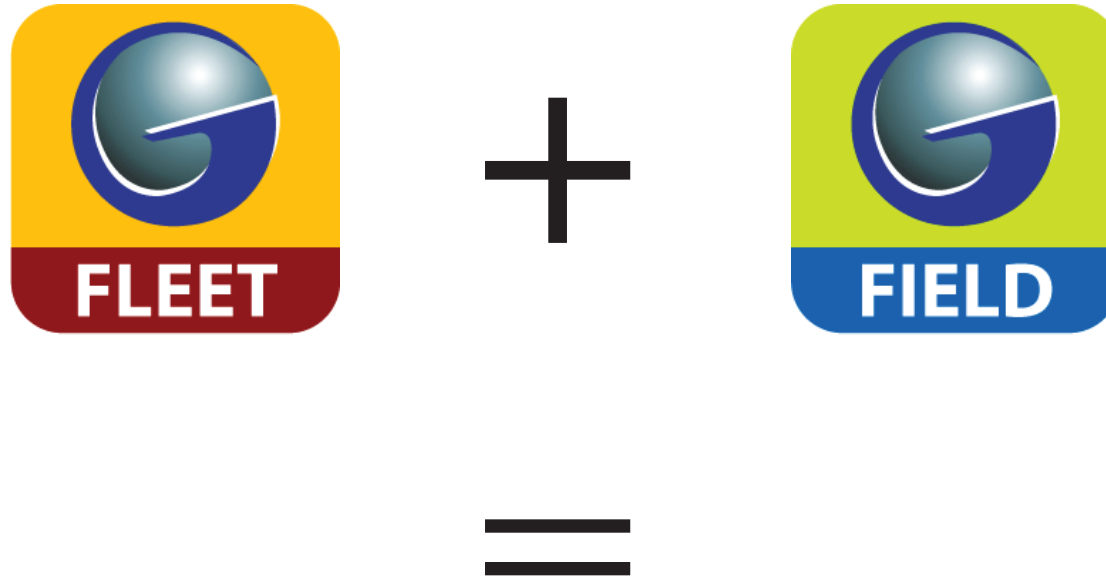
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It is all about field servicing team's:

- » SAVING
- » EFFECTIVENESS
- » EFFICIENCY
- » PRODUCTIVITY



FIELD FORCE MANAGEMENT



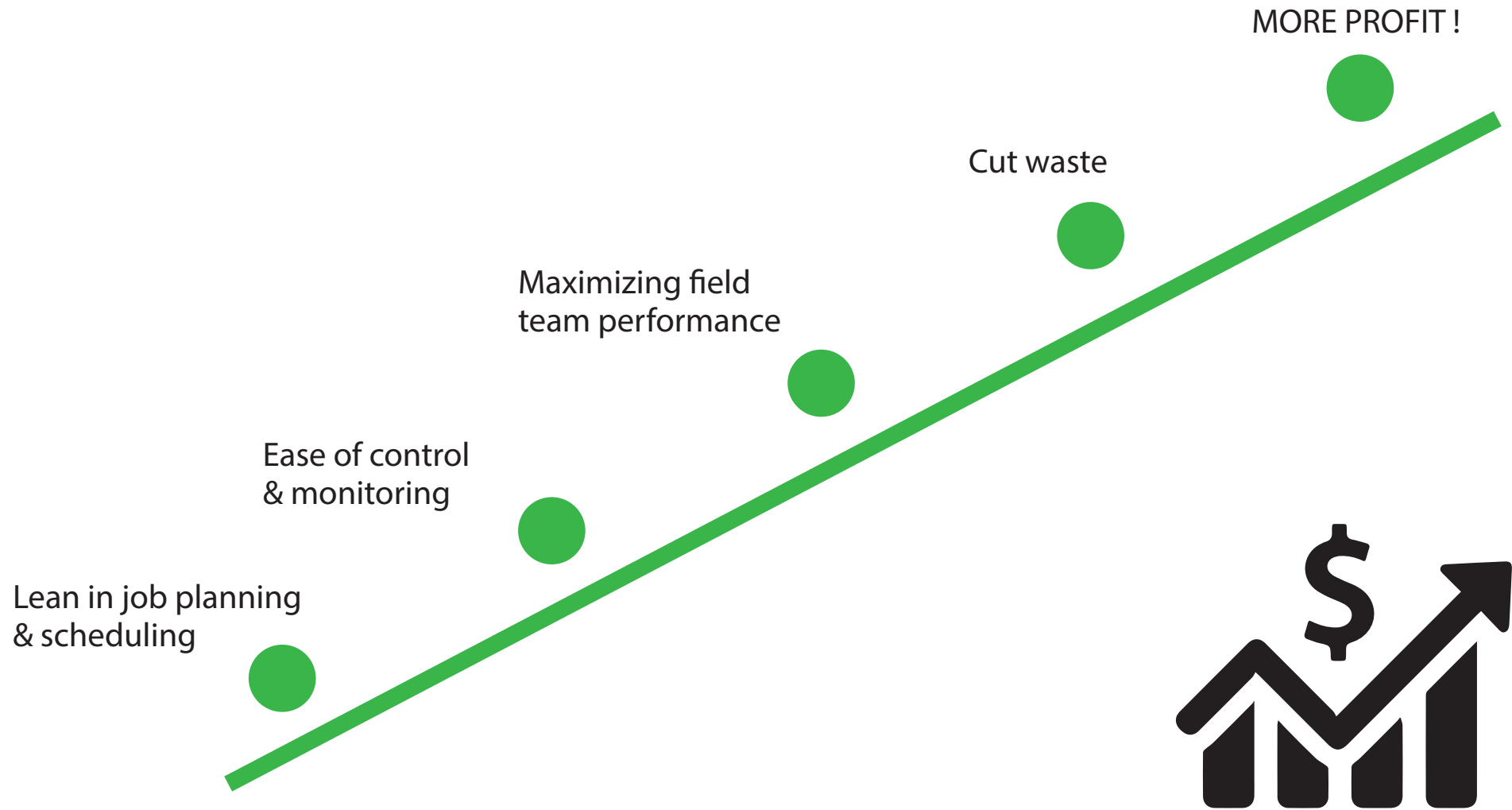
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With the next generation of
field force monitoring

Be LEAN,
Do **MORE** with **LESS**





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

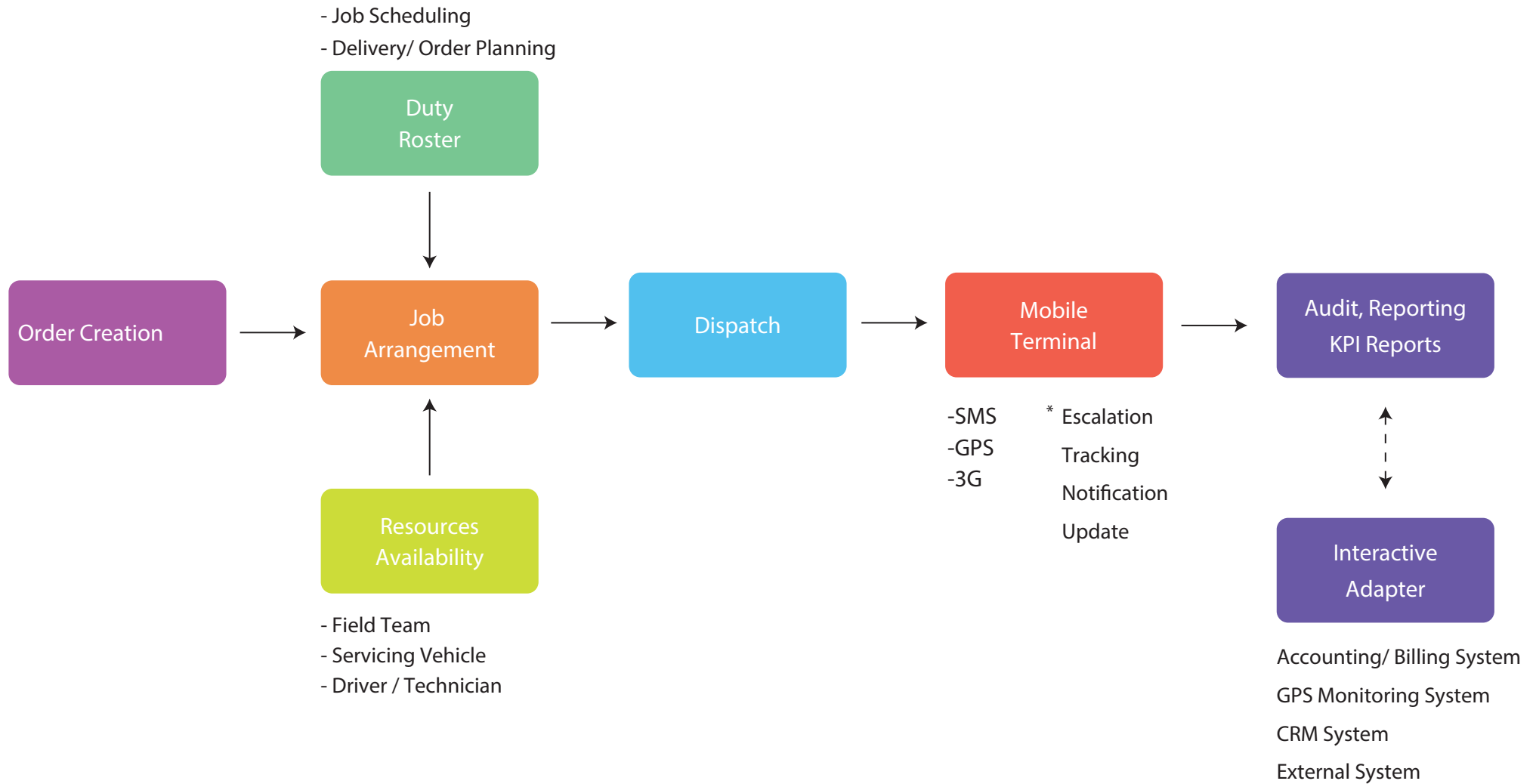
>> Maximizing field team capacity and utilization the resources through better control and eye on screen monitoring

>> 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

| Job No. | Job Number | Job Type | Service Type | Job Number | Job Team | Job Date | Plan Date | T1 | T2 | T3 | T4 | Schedule | Plan | Booking Party | Branch | Customer | Req. Date/Time |
|---------|------------|----------|--------------------|-------------|----------|----------|------------|------------|------------|------------|--------|-------------|-------------------------------|---------------|-------------------------------|------------|----------------|
| 1 | 8144 | PJBT | SERVICE AND REPAIR | 1918_840247 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN TIGA CONCRETE SDN BHD | ZKOR | SUN TIGA CONCRETE SDN BHD | 2016/11/28 | |
| 2 | 8144 | PJBT | SERVICE AND REPAIR | 1918_840248 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN TIGA CONCRETE SDN BHD | ZKOR | SUN TIGA CONCRETE SDN BHD | 2016/11/28 | |
| 3 | 8144 | PJBT | SERVICE AND REPAIR | 1918_840249 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN TIGA CONCRETE SDN BHD | ZKOR | SUN TIGA CONCRETE SDN BHD | 2016/11/28 | |
| 4 | 8148 | SDH | SERVICE AND REPAIR | 037218 | 07.43 | 15.02 | HAZM HAN | technician | technician | technician | para | PLAN Cancel | SUN ENVIRONMENT SDN BHD | ZKOR | SUN ENVIRONMENT SDN BHD | 2016/11/28 | |
| 5 | 8148 | SDH | SERVICE AND REPAIR | 043000 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN ENVIRONMENT SDN BHD | ZKOR | SUN ENVIRONMENT SDN BHD | 2016/11/28 | |
| 6 | 8148 | SDH | SERVICE AND REPAIR | 043133 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN ENVIRONMENT SDN BHD | ZKOR | SUN ENVIRONMENT SDN BHD | 2016/11/28 | |
| 7 | 8148 | SDH | SERVICE AND REPAIR | 043133 | 07.36 | 15.02 | PAISAL BIN | technician | technician | technician | para | PLAN Cancel | SUN ENVIRONMENT SDN BHD | ZKOR | SUN ENVIRONMENT SDN BHD | 2016/11/28 | |
| 8 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 9 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 10 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 11 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 12 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 13 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 14 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 15 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 16 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 17 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 18 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 19 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 20 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 21 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |
| 22 | 8148 | PJBT | SERVICE AND REPAIR | 0841726 | 07.37 | 15.02 | DALIC BIN | technician | technician | technician | Rayyan | PLAN Cancel | SUN FAT JALOR (SUJAY) SDN BHD | HEJAYA | SUN FAT JALOR (SUJAY) SDN BHD | 2016/11/28 | |



PLANNING

Job Planned Date: 2016/02/22

Search:

| PrimeMover | Tech Team | 06.00 - 09.00 | 09.00 - 12.00 | 12.00 - 15.00 | 15.00 - 18.00 | Night |
|--|-----------|----------------------|---------------|-------------------------|-------------------|-------|
| GT-01 ; KLANG ; Jaya ; ZAINUDDIN BIN MOHMAD | | E9543 | E9709 | E9544 E9751 | E9545 | |
| GT-01T ; KUALA LUMPUR ; Siti ; AFIQ BIN KHAZALI | | | E9639 | E9700 | E9743 E9744 | |
| GT-09 ; KLANG ; Jaya ; FAIQ BIN ABDU GHANI | | E9570 E9705 E9706 | E9707 | | | |
| GT-19 ; TG MALIM ; Nicole ; SYAHMI BIN ABD MALEK | | | E9060 | E9717 | | |
| GT-21 ; IPOH ; Nicole ; AZHAR BIN MOHD AMIN | | | E9671 | | E9672 E9753 | |
| GT-22 ; JOHOR ; Ruzana ; NURULAZMI BIN ZAINAL | | | E9573 | E9576 | E9578 | |
| GT-23 ; MELAKA ; BeeYee ; SHAIFUL ARMAN BIN ABDUL RAHMAN | | | E9693 | E9355 E9697 | E9733 E9734 E9776 | |
| GT-29 ; SABAH-TAWAU ; Hidayah ; AMIR BIN AHMAD | | | E9520 | E9521 E9522 E9523 | | |
| GT-30 ; SARAWAK-BINTULU ; Rynie ; NUZUL HANAFIAH BIN ALI | | E9492 | E9480 | | E9692 | |
| GT-31 ; SARAWAK-KUCHING ; Marlia ; ZAFARUDDIN BIN ABDUL PATA | | | E9688 E9690 | E9727 E9728 E9729 E9730 | | |
| GT-32 ; SABAH-SANDAKAN ; Rynie ; SUKUJAN BIN AHMAD KAMAL | | | E9689 | | | |
| GT-33 ; KEDAH ; Twinkle ; FADZLY BIN PAUZLY | | | E9708 | | E9739 E9764 E9810 | |
| GT-34 ; PENANG ; Nicole ; TANG LENG KEONG | | | E9667 | E9712 E9721 | | |
| GT-35 ; SABAH-KK ; Hidayah ; ALIAS BIN ALIMUDIN | | | E9529 E9530 | E9531 E9532 E9533 | | |
| GT-37 ; MELAKA ; BeeYee ; DAUD BIN OTHMAN | | | E9694 | | E9754 | |
| GT-38 ; KUALA LUMPUR ; Siti ; | | | | | | |

Showing 1 to 67 of 67 entries

First Previous 1 Next Last

■ Not Started
 ■ F1-F4
 ■ Depart(F5)
 ■ Arrive(F6)
 ■ Start Work(F7)
 ■ Abort
 ■ Finished(F8)
 ■ Abort-Complete
 ■ Service Stand By
 ■ Cancelled

- 1 >> Job Started
- 2 >> Job Aborted
- 3 >> Outstanding Job
- 4 >> Vehicle/ team no.
- 5 >> No job yet
- 6 >> Can add more job

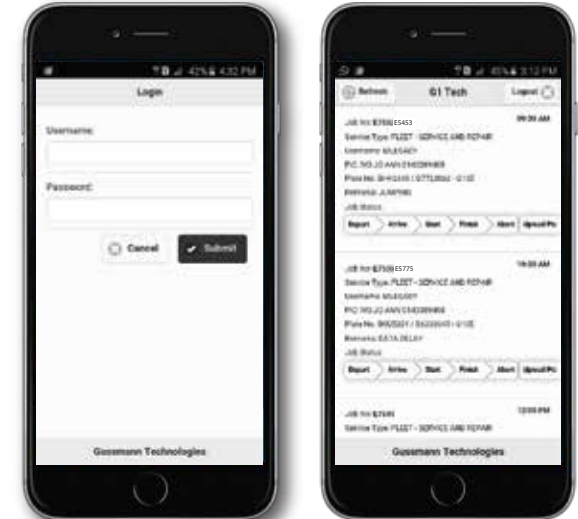
- >> Total Visibility - ease on checking the availability of your team & resources
- >> Plan & assign the outstanding task accordingly to maximize the fleet team performance.
- >> Job planned can be reschedule or transfer to back up team easily.



MONITORING & TRACKING

| Refresh | Unplanned | Not Started | Depart (F5) | Arrive (F6) | Start Work (F7) | Completed (F8) | Service Stand By | Abort | Aborted + Complete | Cancel | | |
|---------|---|---------------|---|---|-----------------------|----------------|------------------|--------------|--------------------|--------|------|--|
| Team | Sat, Feb 20 | Sun, Feb 21 | Yesterday | | | | Today | | | | | |
| GT-53 | E9021 E9022 | E9014 E9003 | E9607 E9718 E9752 | E9796 | | | | BATU PAHAT | | | | |
| GT-05T | GL156 - KHAIRIL | | GL156 - KHAIRIL | | | | E9666 | | | | IPOH | |
| GT-21 | E9817 E9813 E9814 | E9629 E9621 | E9671 E9672 E9743 | E9821 E9822 | | | | | | | | |
| GT-59 | E9850 E9885 E9863 E9884 | | E9710 E9670 E9760 | E9818 E9827 E9849 | | | | | | | | |
| GT-22 | D9849 E9547 E9574 E9576 | | E9573 E9576 E9576 | E9758 E9789 E9761 E9762 | | | | JOHOR | | | | |
| GT-62 | E9604 E9500 | | E9583 E9584 E9550 E9561 E9562 E9776 | E9779 E9760 E9781 E9782 E9783 | | | | | | | | |
| GT-64 | E9600 E4181 E9603 E9606 | | E9698 E9689 E9690 | E9763 E9765 E9767 E9768 | | | | | | | | |
| GT-33 | E9608 E9680 E9679 | | E9708 E9739 E9764 E9810 | E9193 | | | | KEDAH | | | | |
| GT-01 | E9507 E9509 E9509 E9510 | | E9543 E9544 E9545 E9709 E9751 | E9842 E9843 E9841 E9840 E9844 | | | | KLANG | | | | |
| GT-09 | E9528 E9537 E9534 E9535 E9540 E9530 | | E9570 E9707 E9705 E9706 | E9815 E9818 E9816 E9817 | | | | | | | | |
| GT-52 | E9472 E9484 E9480 E9481 E9487 | | E9691 E9653 E9722 E9749 | E9796 E9792 E9801 | | | | | | | | |
| GT-54 | E9527 E9511 E9512 E9513 E9528 | | GT068 - BAN | | E9811 E9814 E9812 | | | | | | | |
| GT-58 | E9603 E9604 E9605 E9600 E9501 E9502 | | E9560 E9560 E9561 E9548 E9569 | E9823 E9834 E9835 E9836 E9828 E9824 | | | | | | | | |
| GT-63 | E9615 E9001 E9002 E9003 E9616 | | E9637 E9631 E9638 E9701 | E9787 E9788 E9789 E9790 | | | | | | | | |
| GT-01T | E9634 E9635 E9636 | | E9639 E9700 E9743 E9744 | E9799 E9800 E9801 | | | | KUALA LUMPUR | | | | |
| GT-38 | E9620 E9625 | | E9654 E9698 E9653 | E9794 E9667 E9876 | | | | | | | | |
| GT-44 | E9824 E9823 | | E9848 E9660 E9651 E9662 | E9797 E9798 | | | | | | | | |
| GT-50 | E9633 E9644 E9627 E9628 E9629 E9632 | | GT086 - DAVID | | E9630 E9631 | | | | | | | |
| GT-51 | E9640 E9678 | | E9699 | E9800 | | | | | | | | |
| GT-57 | E9619 E9818 E9822 | | E9643 E9644 E9713 E9738 | E9784 E9788 E9846 | | | | | | | | |
| GT-23 | E9519 E9681 E9660 | | E9559 E9693 E9697 E9776 E9733 E9734 | E9746 E9829 | | | | MELAKA | | | | |
| GT-17 | E9677 E9682 E9681 | | E9694 E9754 | E9830 | | | | | | | | |
| Team | Sat, Feb 20 | Sun, Feb 21 | Yesterday | | | | Today | | | | | |

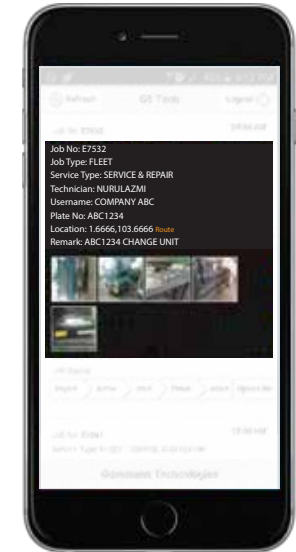
MOBILE APPS



- >> 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

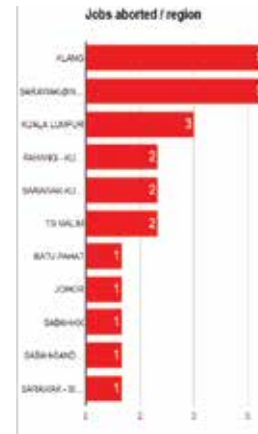
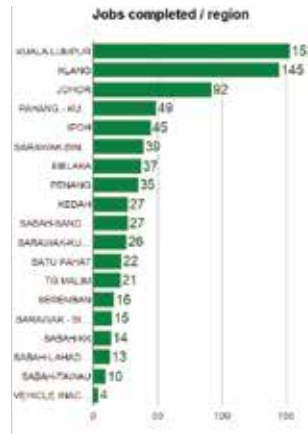


- >> Field team can capture image and report back to HQ
- >> Colour coding on the status of the task assigned
- >> System will automatically match back the picture captured with a specific job

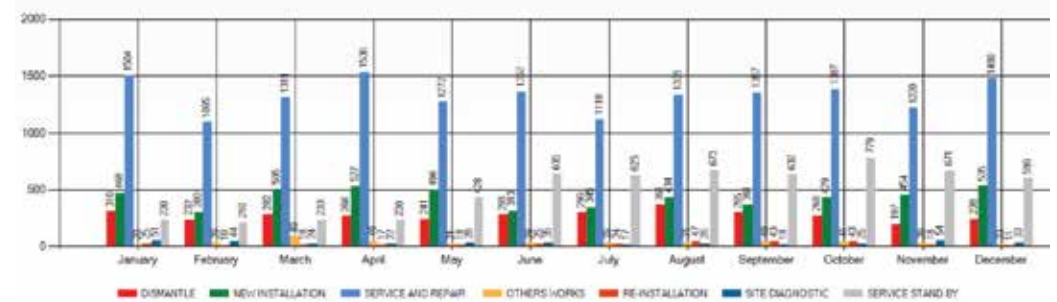
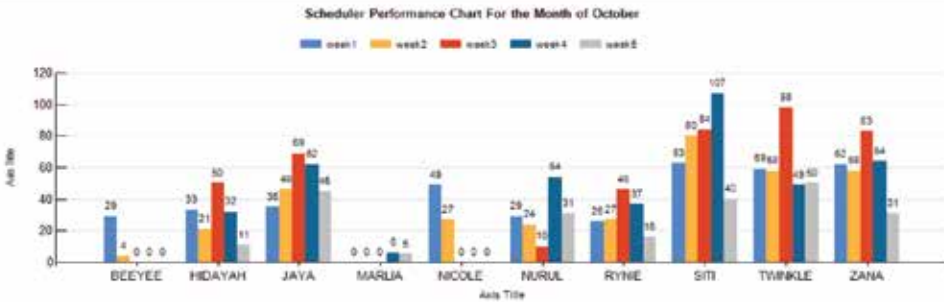
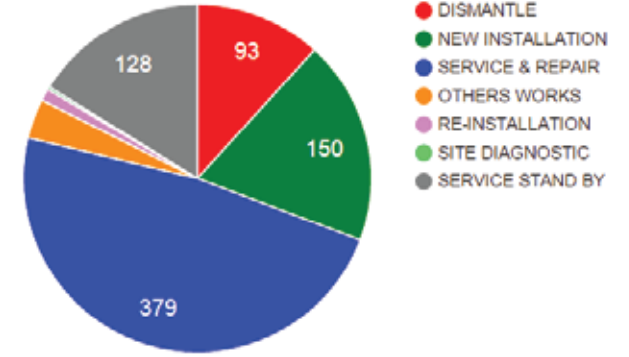


AUTOMATED ANALYSIS REPORT

| Scheduler Name | DISMANTLE | | | | | NEW INSTALLATION | | | | | SERVICE AND REPAIR | | | | | SITE DIAGNOSTIC | | TOTAL | AGGREGATE | |
|----------------|-----------|----|----|----|----|------------------|----|----|----|----|--------------------|---|---|---|---|-----------------|-----|-------|-----------|-----|
| | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | | | |
| BEEYEE | 7 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 35 | 65 |
| HIDAYAH | 17 | 7 | 7 | 5 | 5 | 27 | 5 | 4 | 7 | 7 | 18 | 1 | 0 | 1 | 0 | 7 | 17 | 15 | 36 | 78 |
| JAYA | 2 | 5 | 6 | 8 | 8 | 28 | 5 | 8 | 8 | 0 | 18 | 6 | 0 | 0 | 0 | 1 | 0 | 30 | 45 | 101 |
| MARUA | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 6 | 5 | 11 |
| NICOLE | 0 | 2 | 0 | 0 | 0 | 11 | 0 | 2 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 0 | 34 |
| NURUL | 7 | 1 | 0 | 2 | 7 | 8 | 8 | 4 | 10 | 5 | 70 | 7 | 1 | 0 | 5 | 10 | 21 | 18 | 35 | 101 |
| RYNE | 1 | 3 | 0 | 1 | 2 | 10 | 5 | 7 | 11 | 10 | 14 | 2 | 1 | 1 | 0 | 1 | 18 | 18 | 23 | 52 |
| SITI | 6 | 7 | 10 | 27 | 7 | 40 | 19 | 10 | 10 | 0 | 155 | 6 | 0 | 0 | 0 | 6 | 23 | 54 | 32 | 191 |
| TWINKLE | 11 | 11 | 14 | 12 | 7 | 50 | 7 | 17 | 24 | 0 | 12 | 0 | 2 | 0 | 5 | 2 | 40 | 35 | 40 | 117 |
| ZANA | 5 | 11 | 0 | 3 | 3 | 33 | 8 | 8 | 10 | 0 | 10 | 0 | 0 | 0 | 0 | 1 | 81 | 35 | 43 | 161 |
| TOTAL | 66 | 44 | 34 | 62 | 28 | 238 | 56 | 71 | 77 | 34 | 128 | 4 | 8 | 8 | 5 | 18 | 228 | 227 | 287 | 750 |



Jobs completed



>> 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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