Features:
Job Management, Planning and Dispatch, Mapping, Customer
Management, Job Reporting
Industry:
Non Specific
Customers:
Small Medium and Large Business
Geography:
All markets
Languages:
English, French
Cost:
Starts from $38 / month – 14 days trial

Synchroteam® BETA

Review methodology

This review constitutes an analysis based on a product demonstration and software review by qualified system software experts at Eval-Source. The demonstration Eval-Source received from the vendor was based on its own custom vendor script, designed to validate and/or disprove vendors' claims. The script was specifically prepared to identify functionalities and form an impartial analysis and software review for a Mobile Workforce Management Solution.

Business Problems Addressed

The onset of mobility permeating rapidly into the workplace causes many unforeseen challenges for organizations. Managing workforce, devices, applications and security are posing new hurdles for organizations.

Mobile workforce management, simplification of common procedures, optimization of costs and streamlining of disparate workflows and processes are all areas where organizations can face challenges when they have a mobile workforce. New solutions that enable field service management and mobile operations, pinpointing employees in remote locations, service dispatch management, job management, time management scheduling and forecasting can pose difficulties for organizations that are not ready/equipped to fully utilize technology to maximize operations. These new software solutions enable organizations to leverage technology to gain a complete view of their mobile workforce and provide visibility into field operations. However, companies often struggle to manage their mobile workforces and processes, as data is not always readily available. Synchroteam provides the mobile business intelligence required for organizations to streamline and maximize mobile procedures and field service operations.

New solutions that incorporate several areas of technology and that unify the various areas of mobile workforce management solve many of these problems and maximize efficiencies throughout an organization. Cloud solutions are being utilized effectively by organizations to remedy operational pains and have allowed an easy point of entry. Traditionally, mobile workforce, device management and workflow management for field service has required various different and costly applications. Many of these procedures are not always logged or tracked in one system; instead, these solutions solve such problems by combing/combining? a platform to correlate all mobile transactions and

procedures. The data provided offers companies a reference to performance and information provided for forecasting and planning.

The cloud has increased competition. Vendors now offer several delivery options to cater to organizations, which have drastically reduced entry costs for many companies in this space. These solutions have combined several hard-to-manage areas from which organizations that require mobile workforce management can benefit.

Target Market

The Synchroteam application targets all sizes of organizations from small to enterprise. The pricing model drastically simplifies point of entry for smaller companies. The depth of solution and the convenience that be gained by use of mobile workforce management makes it a good fit for larger organizations that have a large mobile workforce.

Operations management, field service management, inventory tracking, dispatching and scheduling, enablement of employee feedback and regulatory compliance are all areas in which companies can make significant gains by adopting this type of software. Typical users include operation managers, field service managers, customer service managers and dispatch and scheduling coordinators.

The Synchroteam software application mainly targets organizations in utilities, maintenance pharmaceuticals, telecommunications, transportation/logistics and the delivery industries. Within each of these verticals, specific mobile workforce requirements, regulatory compliance, special industry processes and operations apply. Synchroteam is a genuine SaaS application that can be delivered entirely over the net using a web interface and suits larger organizations. A local, on-premise version is available for companies that require these application types, and is usually the preferred option for fortune 500 companies. Organizations with < 500 employees can select the cloud-based option, while organizations of > 500 can opt for a private cloud or complete on-premise solution.

Versatility is increased due to the different languages in which the application is available: English, Spanish, French and Romanian – with new languages soon to be added. For organizations that support multiple OS' for mobile devices, the Synchroteam application is available for Android, iPhone/iPad and Blackberry devices.

Pricing Model

The Synchroteam application is available as a fully functional suite with full capabilities that offers users two options. For organizations < 500 users organizations are charged $38 month, while organizations with over 500 users qualify for special pricing.

The application includes complete functionality no varied editions and no additional modules are offered as it is a complete mobile management workforce and resource management solution.   It is worth nothing that this solution includes several deployment options. Although it is a SaaS application, larger companies can choose to deploy the

application as a private cloud or a completely on-premise solution, in which security is more closely regulated.

| Organization   Size |
| --- |
| Upto   500 users   - $38 month per user |
| Greater than 500 user - Discounted pricing |

Functional Analysis

The Synchroteam application has several major functional areas, including: dashboard, job management, planning and dispatch, mapping, customer management and job reporting. The various areas of the application provide organizations with a platform from which to manage the diverse areas of mobile workforce management.

Dashboard - As the name implies, this is the section of the application that permits customers to customize their Synchroteam application. The dashboard provides the customer with real-time updates of past performance and upcoming events, along with current job stats. The dashboard provides a springboard from which companies can compile information about their company and can determine how to tweak and adjust their operations to maximize revenues and reduce expenses.

Planning and Dispatch - This section of the application permits a complete view of operations with complete visibility of jobs and length of service call durations. The calendar type interface allows automatic rescheduling by incorporating drag and drop options that can be used to change any job and schedule. Switching assignments and changing duration and equipment for each job can be easily reassigned without having to alter the job content and attributes.

Job Management - Instead of featuring a long list of jobs as the status update, Synchroteam organizes jobs into categories according to status. Status categories include: current jobs, overdue jobs, upcoming and recurring jobs and jobs pending scheduling. Further category distinctions include: scheduled/created, synchronized, started, suspended, ended and validated. The figure below outlines Synchroteam job management and planning functions.
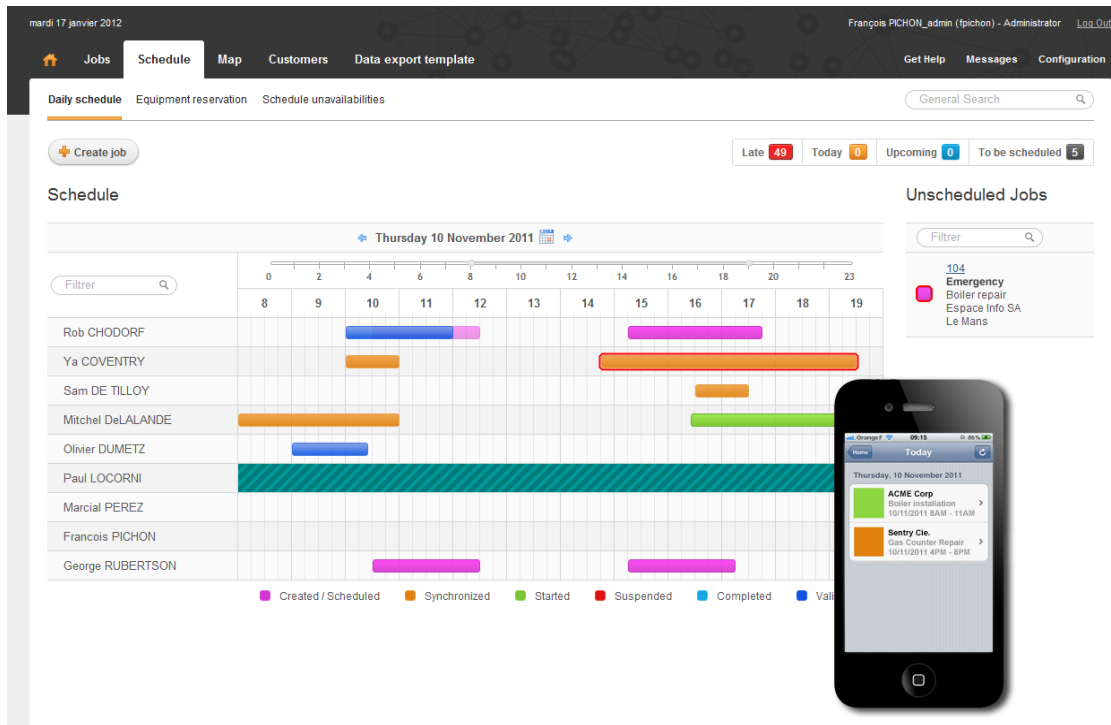
Mapping - This section of the application allows users to track mobile personnel location and planned routes. The map view interface quickly identifies technicians, pinpointing where they are located so that companies can efficiently dispatch the most appropriate and closest technician. The graphic interface rapidly registers the proximity of the staff in relation to the customer issue. Due to the GPS-enabled mobile devices mean technicians can be dispatched directions and routes with the real-time location feature.

The offline mobile client is compatible with Windows mobile, iOS, Android and Blackberry. The figure below displays how technicians can be tracked in relation to the call, which aids in dispatching management.

Customer Management - Customer lists can be kept in a single place. The client database allows import or export of customer data to and from other systems. Clients can be categorized by status, locations, equipment and customer type. Past customer history and related customer, attributes can also be displayed.

Job Reporting - Synchroteam accommodates any number of templates that can be customized to how an organization reports its work and what is tracked. Each report contains accurate information from a business and provides the intelligence to support subsequent decisions. Templates can be easily modified to accommodate unique workflows and tracking specificities.

Customization - The Synchroteam application can be tailored to how a business is run. Practically every aspect relating to the customer, job, status, materials, services, sales taxes, outages, clients, job types and account types is customizable.

The Synchroteam application allows organizations to customize the software to their specific needs. All aspects of mobile workforce management, including client management, resource management, job management, mobile access, administration and configuration and API access are all areas of the application that can be customized. Various configurations can be reported as there is a full reporting feature built-in to the application. Companies with specialized requirements can take advantage of the flexible configurable workflows to maximize the use of the application. The depth of detail that the workflows can provide to operational processes includes: approvals, inventory control, reporting of usage on materials and enhancement of workforce inputs, while having no restriction in hierarchical workflow.

The extensive customization factor allows companies the range and flexibility to specifically tighten operational efficiencies by using the application to run the mobile aspects of the business.

The level of detail provided by the application encompasses? many verticals outside the targeted areas and various configurable scenarios that can cater to other operational models. This application reduces and simplifies operations that were formerly paper- based processes and automates multiple workflows and procedures into one area. For example: companies can upload information to Synchroteam and the mobile workforce can easily access the documents, procedures and protocols through their mobile devices. Another area where companies have made improvements is the ability to upload a catalog of skus and/or parts. This enables the technician access to further documentation or aids procurement should parts need ordering from the field.

The verticals targeted by Synchroteam can greatly simplify the operations of pharmaceutical, transportation/logistics, utilities, telecom, maintenance and delivery firms. These verticals have customized the application to their specific needs. A few examples of how Synchroteam can be used are detailed below.

Pharmaceutical

- Where organizations need to track and trace medical equipment, hazardous material and sensitive medicines and medications

- Where signatures and responsibilities are transferred to owner

- Industries where regulatory compliance is an issue, e.g. medical equipment

Transportation

- Scheduling of mobile workforce
- Dispatch automation
- Container/inventory tracking

Utilities

- Mobile Workforce management – remote and local
- Service delivery
- Job scheduling
- Multi technician jobs
- Job tracking
- Skill matching: issues to expertise

Maintenance/Delivery

- Inventory management
- Customer management

- Route scheduling
- Service catalog replenishments

Technical Analysis

Web browser optimization: Chrome, Firefox, Internet Explorer, Safari

OS required: Devices running Android 2.x + , iOS 4.x + , Blackberry 5.0

DB required: None

           API's provided: Yes

Security practices include: Business continuity, Redundancy

The Synchroteam application can be integrated to any CRM or ERP via the API and for data migration through csv files. Many implementations take under a week, which includes training, data migration and setting up the mobile clients, configuration and creation of job templates as typical go-live actions that companies deploy for this application. The application is SSL encrypted and is ISO 27001 certified. The security extends to application management and session management and has two major releases per year. The application is customizable by the vendor and the organization. Virtualization services are available for larger organizations with over 500 users.

Concluding Remarks

Synchroteam is an application that maximizes companies' capacities to manage their mobile workforce and resources. Synchroteam targets utilities, maintenance/delivery, transportation, pharmaceutical and telecom. The application is also capable of adapting to smaller businesses. Synchroteam can also be used by professional service organizations with satellite offices. These organizations can utilize the mobile capacity to maintain connectivity and ease administration.

The application caters to many industries. The application can be customized due to its flexible workflow capacity. This workflow can be tailored with templates from the application itself or those applicable to your specific business. Organizations can use the Synchroteam application to optimize costs per revenue, immediate invoicing and inventory management. A range of services and workflows offers a flexible application that can accommodate various different types of businesses and ways in which to personalize their mobile workforce and mobile resource management.

The application's ease of use, good customer support, lack of contract termination or set up fees can greatly maximize operational efficiencies for companies. It is also a multilingual mobile cloud solution. The pricing model is very simple: $38 month for up to 500 users. Companies with a larger number of mobile users (500 +) qualify for a discount. The application includes all functionality as there are no different editions and no additional modules offered within this complete mobile management workforce and resource management solution. It is worth noting that solution has several deployment options. Although it is a SaaS application, larger companies can choose to deploy the application as a private cloud or completely on-premise solution, in which security is more closely regulated.

Synchroteam solves of the challenge of mobile workforce management by providing organizations with a customable workflow to specifically address their needs. By combining several areas that were previously difficult to track, it eliminates paperwork and automates processes so that companies can maximize efficiencies and streamline procedures. The flexible nature of the application means that companies that change structure or continually modify and update procedures can embrace business agile/ agile business software that adapts to their needs through customization.

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