

EMPOWERED MOBILITY
EMPOWERED WORKFORCE
POWERED BY

cognito 

Mobile Workforce Management



**Delivering a successful Mobile
Workforce Management solution**



In an increasingly competitive and regulated business world, improved service levels bring great rewards

In a service environment, small things can make a big difference. Knowledge is power. The greater visibility and control you have of your mobile workforce, the better your service will be. This is crucial in an increasingly competitive world, and absolutely fundamental when it comes to meeting SLAs and complying with legislation.

Capturing and making use of your field data in real-time and integrating it with business-critical systems enables you to build stronger business processes. Ultimately this leads to better and more efficient services and a sustainable competitive advantage.

With nearly 20 years experience, nobody understands the unique demands of Mobile Workforce Management better than Cognito®. We have in-depth knowledge of mobile working practices, and understand how important it is to match these to the needs of your business.

The Cognito 5 stage process

Consult

The Cognito Knowledge Centre works closely with your senior management to fully appreciate the key drivers to your business then matches these to a practical deployment model with line of business managers to achieve the required results.

Design

We identify the 'best fit' solution for your business, building on proven referenceable successes with our existing customers and partners. These designs are built from a comprehensive knowledge of system components, complementary software, hardware technologies and suppliers. Our expert advice recommends the appropriate products and services to integrate with your back-end office and business processes in a seamless, real-time solution.

Deploy

Success depends on gaining user acceptance. Cognito's experience in over 150 successful deployments of Mobile Workforce Management solutions allows us to take new customers painlessly to full deployment, with the minimum of fuss, on time and to specification.

Manage

We understand that our customers' businesses depend on the highest levels of measurable customer service. This is where Cognito's Active Management makes a big difference – going far beyond simply supplying consultancy, applications, software and connectivity. We take full responsibility for support, logistics and service continuity for your business.

Evolve

Just as your business is constantly evolving, Cognito recognises the need for our service to stay close to our customers and understand changes in strategic direction. We constantly monitor advancements in technology and are always looking to ensure that evolving business needs maximise on new opportunities that might be presented. Our customers quickly realise the full potential of mobilising their business processes with minimal risk and with confidence that the solution will grow with their business.

An experienced partner to improve the efficiency of your mobile workforce

Cognito specialises in providing the best Mobile Workforce Management solutions. Solutions that will impact directly on business performance by improving efficiency, reducing costs and increasing profitability. Improved customer service leads to higher levels of customer satisfaction and retention – an increasingly important factor in highly competitive market sectors.

The knowledge and expertise to deliver the best solution for you

Our experience has led us to evolve a 5-stage process which ensures that each solution we provide is the best option for your business. Cognito solutions serve your evolving business needs and take advantage of industry best practice and advances in technology.

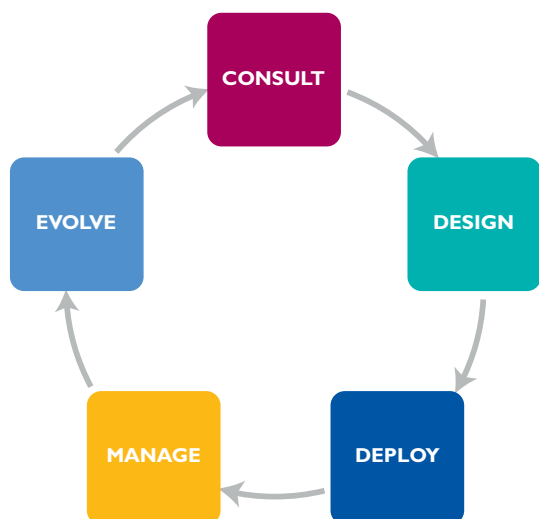
An approach that evolves with your business and drives results

Our experience tells us that only a truly integrated approach will deliver the best results. By taking the time to understand your business we can ensure that our solution is designed to fit around your needs, integrating seamlessly with your existing systems whilst providing the flexibility and agility to make a real difference to your bottom line. Our approach is to work with you to offer continuous improvements, with our aim always to become a trusted and valued partner to each of our customers.



“Cognito’s implementation team has been outstanding and where necessary has provided us with 24 hour support.”

Chris Riley, General Manager
Swale Heating



Case Study

telent Plc supplies a broad range of communications support services to a variety of telecommunications operators, large enterprises and public sector agencies in the UK, Ireland and Germany. Clients include Colt Telecom, BSkyB and the Highways Agency. telent has built on the accumulated knowledge of its customers’ networks and operations to develop a formidable reputation for scale, commitment and quality.

Requirement:

A solution to provide real-time information on the location of their engineers and their job status. The solution needed to be integrated into telent’s Remedy CRM system and allow direct access whilst on-site, without the use of a laptop.

Solution:

Cognito’s Mobile Workforce Management solution is fully integrated into Oracle’s Enterprise RealTime Scheduling software and Remedy CRM. Cognito Professional Services were used to combine real-time automated scheduling and despatch of jobs, GPS tracking and auto-launch satellite navigation to provide telent with complete visibility and control of its workforce.

Business Benefits:

- Improved communications to large mobile workforce reducing errors in updating the back-office on job status and resolution
- Second and third line support teams able to focus on customer technical queries not on job scheduling
- Accurate measurement of break/fix performance
- Timestamping of reports to prove SLA’s are met



Customer Care

Cognito's considerable knowledge and experience of Mobile Workforce Management solutions combined with our "can do" approach means that we design and deliver solutions tailored to the unique needs of your business with the minimum of fuss.

Our commitment to delivering sustainable and proactive support ensures that your Mobile Workforce Management solution achieves and maintains required performance levels, allowing you to deliver superior service to your customers.

Cognito is dedicated to working closely with you to understand the direction of your business and identifying present and future needs. Our goal is a flourishing partnership underpinned through our commitment to continued customer care that makes a material contribution to the growth of your business.

Cognito Limited
Benham Valence
Newbury, Berkshire
RG20 8LU
United Kingdom
T: +44 (0)1635 508200
info@cognitomobile.com

www.cognitomobile.com

Why Cognito

As a result of implementing over 150 Mobile Workforce Management solutions, Cognito has direct experience of the many elements that come together to create sustainable competitive advantage. Cognito is the only company with the experience to tie together the key components of real-time data, tracking and scheduling and to deliver them to companies as a powerful mixture of consultancy, design, delivery and support. Working alongside your business we can build a comprehensive Mobile Workforce Management solution that fits your unique needs and drives your business forward.

- 
IN-DEPTH CONSULTANCY
- 
REAL-TIME DATA
- 
DYNAMIC SCHEDULING
- 
INTELLIGENT TRACKING
- 
ACTIVE MANAGEMENT
- 
MANAGED WORKFLOW
- 
ENTERPRISE INTEGRATION
- 
REPORTING

**EMPOWERED MOBILITY
EMPOWERED WORKFORCE
POWERED BY**



Mobile Workforce Management