



Product & Features Overview



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Modular, Flexible, Robust

eSquiggles is a mobile working and data collection solution which runs on PDAs and allows a field worker or field service engineer to collect data, complete forms and carry out risk assessments, inspections or surveys electronically. The solution completely removes the need for handwriting forms, retyping information and allows final reports to be produced automatically. eSquiggles has proven to dramatically increase productivity of the mobile workforce.

Fully Flexible Solution

eSquiggles is fully flexible in structure and is made up of two core elements:

eSquiggles Web System – this is effectively the database or data store which holds all data relating to jobs, worker details, generated reports, etc. This is also where new jobs are entered.

eSquiggles Mobile Viewer – this is the set of electronic forms and tools the field worker accesses to collect data via the PDA. This is the mechanism for field workers to download, complete and send back jobs electronically. Field workers can also work offline and upload later

Electronic Data Collection

eSquiggles uses a number of tools to allow workers to quickly and easily enter information onto the PDA. Some of the key functions which can be carried out include:

- View status of jobs
- Reject or reassign a job
- Complete an electronic form / job
- Access supporting document attachments (Word, PDF, email, etc)
- Access online information resources

Electronic Forms Designer

A key feature of eSquiggles is the integrated electronic Forms Designer. The Forms Designer is so intuitive that the majority of clients design their own forms, allowing them to control the look and content of their reports. The forms set up on eSquiggles are electronic versions of a client's existing paper forms. This means that forms completed by mobile workers on the PDA can be the exact wording and sequence of questions which have already been defined by the organisation. The Forms Designer has been designed to be used by anyone, particularly those with very limited technical knowledge, meaning that new forms can be designed quickly and easily.

Some example forms include:

- Risk assessments
- Asbestos surveys
- Health & safety surveys
- Water tank inspections
- Electrical PAT testing forms
- Energy surveys

Report / Document Creation

All data collected via the Electronic Forms can be automatically embedded into a company template, report or form. This eliminates the need to retype the data collected onsite, significantly reduces the administrative process and increases turnaround time in generating reports.

Job Scheduling

eSquiggles can fully integrate with a number of existing IT systems including applications such as Microsoft Outlook. It also has its own embedded Job Scheduling function which allows jobs to be allocated more efficiently. Many rules can be factored into the allocation and scheduling process such as allocating to a field worker by geographic location, by specialist skill or by current availability or outstanding workload. Errors such as jobs being duplicated to more than one worker or a worker being double booked are minimised. Recurring jobs can also be set up easily on the system.

Resource Planner

The integrated resource scheduler presents an organisation with an easy to view summary of all field workers' utilisation rates in diary format across a period of time. This gives a broader view of scheduled jobs over eg. a week or month and gives an accurate indication of availability of staff. The drag and drop features allow changes to be made quickly and easily. A number of jobs assigned to a person on a certain day can be re-allocated to an available and suitable colleague in seconds. The resource planner integrates with whiteboard technology for large scale visual scheduling.

Asset Tracking & Management

The Asset Tracking and Management function within eSquiggles is a fully integrated module for the complete management and tracking of assets. The system allows the creation of an asset register with the ability to capture data and interrogate asset information whilst out in the field using the PDA. Through the use of barcoding, assets are assigned a Unique Asset Number which enable assets to be identified easily by field service workers. Assets can be tracked and a register or logbook maintained, meaning service or inspection history on a particular asset is much easier to review.

Asset information can be called up on the PDA even when using eSquiggles offline, when no signal is available. Integration between the Asset Tracking & Job Scheduling modules enables efficiency improvements of Pre-Planned Maintenance (PPM) activities. For those companies which don't use

barcodes and barcode scanners, an asset number can be manually entered into eSquiggles. This means the asset tracking and asset register features can still be used, even if barcodes aren't.

Client Portal

A large number of organisations work with partners or subcontractors and subsequently have a need to share information on jobs or services being provided. The client portal function within eSquiggles is accessed in a similar way to a company Intranet/Extranet and allows remote and secure access to job information in real time.

This allows partners or subcontractors to gain an update on a job or add new jobs automatically and remotely. The portal can also be used as a mechanism for updating partners or subcontractors against Key Performance Indicators (KPIs) or Service Level Agreements (SLAs).

Bill of Materials

For many services which are provided out on the field, a document such as a customer quote or 'Bill of Materials' is often the end result of a site survey.

eSquiggles has embedded functionality which allows field workers to quickly enter data and/or measurements and to select materials and costs from pre-defined lists. Within seconds the cost of quote and full bill of materials required has been calculated and produced in the standard company quote template. As they are sent back electronically to the office, staff are instantly aware of parts which need ordered.

Integration

To maximise return on investment and enhance the electronic data collection process, many organisations integrate eSquiggles with their existing infrastructure and back office IT system. A feature-rich Web Service API has been developed which can be used to enhance or extend existing applications, providing the middleware required to make data available on mobile devices and vice versa. eSquiggles technical staff can assist with clarifying exact requirements or the web service API can be interfaced to directly by the client's own development team.

Integrated Temperature Probe

When using PDAs with temperature probes, readings can be taken and automatically populated into eSquiggles and associated documentation. The ability to record this data automatically into eSquiggles drastically reduces the possibility for human error, which is often critical to the testing organisation.

The full temperature testing and data logging process becomes more efficient and accurate and removes the need for mobile workers to operate with separate devices during inspections and surveys. Readings are recorded directly into a temperature log sheet which can be exported to report format in Word or Excel. The temperature logging process can also be entered manually for those using separate PDAs and temperature probes. The temperature probe functionality is currently being used for inspections such as hot and cold water storage tank inspections, legionella risk assessments, wet cooling tower inspections, commercial or domestic water systems tests.

Helpdesk

The Helpdesk function within eSquiggles provides an organisation with a complete view of complete and in-progress jobs and related information. Pre-planned and reactive tasks and jobs are also held within the Helpdesk. The Helpdesk area is where new jobs are entered and stored and is fully searchable and customisable. The extensive search facilities allow users to search and group jobs by certain parameters including job status, type, location, assigned field worker and can be searched by specific date ranges. Filters can also be put in place to search easily on a number of parameters eg. Incomplete jobs in a certain town.

The user can customise the view to suit their particular needs and hide certain information which maybe irrelevant to them. The clean and colour coded look and feel of the Helpdesk function makes searching and updating staff on outstanding job information quick and easy.

Enhanced Management Reporting

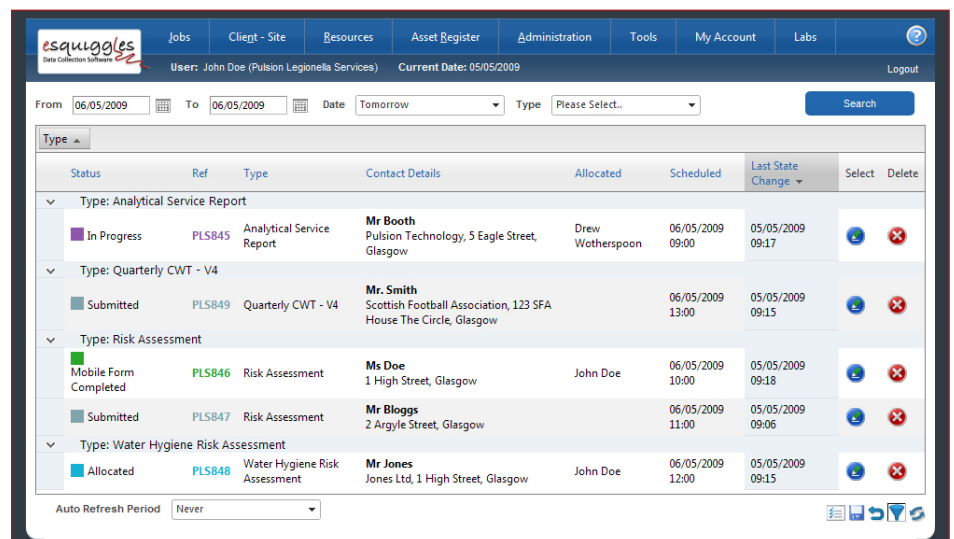
eSquiggles can produce complex management or statistical reports quickly and present them in a number of ways. Common reports include:

- Mobile worker utilisation
- Activity levels per geographic location
- Performance statistics (per worker or office)
- Pre-defined Key Performance Indicators (KPIs)
- Performance against Service Level Agreements (SLAs)

Data Capture & Input Tools

Gathering the data on the PDA is quick and easy using the following tools:

- Drop down lists
- Check boxes
- Free text boxes
- Voice recording
- Photos
- Signature capture
- Video files



Technical Details

- » Developed in Microsoft .Net
- » Runs on Pocket PC Windows 2003/Windows Mobile 6.0
- » Conforms with XML, SOAP, Web Services, etc.
- » Synchronisation via GPRS, 3G, GSM, Wi-Fi, - real time or in batch
- » Integrates with any back office system and Microsoft Word 2003