



Field Force Manager

Tunstall Service Platform

Cognito iQ
TRANSFORMING SERVICE

What is it?

Field Force Manager (FFM) is an additional Service Manager module extending the system capabilities out in the field.

Field Force Manager provided by Cognito iQ provides all the key functionality required to support a field based workforce. It enables service providers to offer a full managed solution complying with agreed SLAs, optimising time and available resources, improving security and efficiencies.

Field Force Manager key features

- A planner to schedule multiple engineers' daily work
- The ability to process and manage equipment that is installed, updated or removed
- The ability to keep track of stock
- Provides real-time reporting to ensure the engineer has the most current information
- Engineers can log their activity and the information is immediately attached to the Service Manager application
- Signature and photograph capture
- Feedback surveys

How does it work?

Field Force Manager (FFM) integrates with the Task Management provided within Service Manager.

Once a referral has been approved or a change request has been scheduled, FFM enables the assignment of assessments and installations to a master roster that can be accessed via a mobile app on the road by field engineers.

The rosters can be updated and shared in real-time.

FFM also allows engineers to manage their own stock and itinerary on the move, ensuring that information is linked back to Service Manager and ensuring control centre operators always have the correct information available.

Who is it for?

Service Providers Offering 24/7 monitoring service to:

- Service users
- Local authorities
- Insurance providers
- City councils etc.

How can Field Force Manager support your service users?

- Remotely allocates jobs to the field force
- Real-time data is accessible by the field team (from alarm receiving centre (ARC) to field)
- Real-time data is accessible from the field team (from field to alarm receiving centre (ARC))
- Accurate positioning of the field team to plan activity
- Scheduled safety checks e.g. vehicle safety checks, can be logged in the field
- Service users can record feedback in real-time while in the field
- Service users can sign off work in real-time while in the field
- Photographs can be logged in real-time while in the field

Why Tunstall?

Over the last sixty years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating Connected Healthcare solutions that support more than five million people and their families across the world.

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.



Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

Contact us on: **t: 01977 661234** | **e: enquiries@tunstall.com** | **w: tunstall.co.uk** | **@TunstallHealth**