

## Recent Integra Field Force Projects

**Port of London Authority (PLA)** Integra implemented Milestone 4, including creation of service orders, flexi fields for holding information, service schedules.

### East Midlands Fire and Rescue Services

With Integra's help, Nottinghamshire and Leicestershire fire services jointly upgraded to Milestone 5 and at the same time moved from using Sales Order Processing to Unit4's Project Costing and Billing (PCB) to do the Fleet Maintenance billing. Integra's solution provided Leicestershire Fire and Rescue service an additional business benefit by interfacing Field Force with PCB to do the Fleet Maintenance billing. This fully integrated strategy automatically completes the billing cycle as opposed to their previous manual process.

## Field Force, is the fully integrated solution from UNIT4 Business World for Field Service and Asset Maintenance.

Last year UNIT4 enhanced their offering for the Field Force module with the introduction of three new experience packs available within Milestone 5 & Milestone 6, which are aimed at field operatives and managers. Each experience pack is available and aimed at different users within your organisation, the experience packs are:

### Field Service Mobile (for operatives)

A platform independent mobile app for operatives to see their orders, update and report back used hours, used products and comment.

### Asset Inspections (for inspectors and inspection managers)

A new form of service orders for different inspection. Features to configure inspection templates, schedule inspections similar to schedule preventive maintenance orders and of course report back the result of the inspections.

### Service Planner (for operative managers)

A new tool similar to People Planner but with service order in focus to plan service orders in time, to one or several operatives.

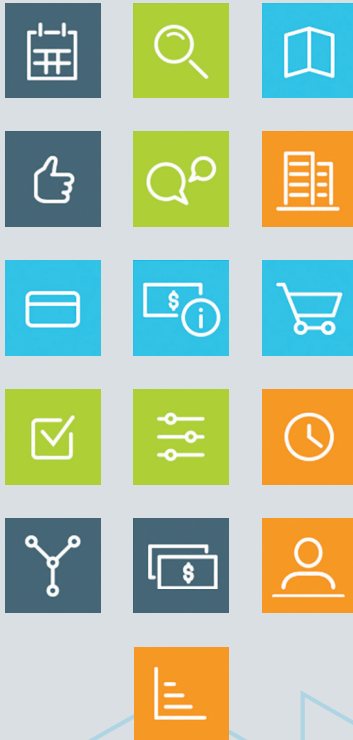
### Estate and Asset Management (available in Milestone 6)

A fourth experience pack is available for Estate and Asset Management in Milestone 6. If you have the Asset Inspections experience pack installed, you can now create and simulate inspections directly from the screens you use most often, as well as creating inspection proposals. It is possible to create inspections orders in response to unforeseen events."

“ The PLA went live with the Unit4 Field Force module earlier this year to assist us with the monitoring and servicing of our vehicle and vessel fleet. We had significant help from Integra, understanding the original specification and implementing the requirements. Our Integra consultant was instrumental in the delivery of the project. ”

**Nigel Tate, Project Analyst -Port of London Authority**

## Milestone 6 Field Force



The module continues to bring together asset maintenance, inventory management, contract management, resource allocation, regulatory reporting, time/billing invoicing, and mobile workforce communication into a single module. Unit4's Field Force equips your team with a broad range of tools and facilities, including:

- a single point of entry for managing customer information, registering and planning resource, planning material, and tracking progress
- separate and customized price lists for time and materials
- embedded analytics and automated work-order registration, inventory and product-usage updates
- purchasing optimization to compare prices from different suppliers
- proactive service maintenance and object inventory capabilities for scheduling regular preventative work to complement swift reactive maintenance
- import of products and catalogues with flexible mapping to support different file formats
- ability to create credit invoices for both products and hours
- integrated document management
- unlimited capture of data via user-defined fields
- out-of-the-box infrastructure for mobile device integration to 3rd party mobile devices.

Untimely breakdowns and costly repairs can be greatly reduced with properly scheduled asset maintenance, which can be managed swiftly and efficiently via the field force solution.

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