Harvest information from the field.
Improve your service efficiency.

NFC
Field Service

Powered by **QUBITEQ**

A comprehensive data collection and processing solution aiming to support field service activities, offering tracking of service personnel and bringing details from the field into perspective.

The "NFC Field Service" platform is a new, versatile, NFC based solution that facilitates data collection from the field, in cases where individual workers or crews perform a service in various locations. Use cases include equipment or assets' maintenance, customer feedback and surveys, various installations' inspection etc.

Crews or workers can be directed via their NFC mobile devices along preset scheduled service routes, or forwarded dynamically to respond to service calls. By touching their mobile phone to the NFC tag installed on site, they accept context sensitive information while a dynamically assigned questionnaire is loaded over-the-air and their presence is accurately recorded. Results are then transmitted back to the "NFC Field Service" platform, which in turn stores and processes the field information according to customized business intelligence rules.

Administrative users can have a clear overview of field operations; they monitor results and inspect statistics and status reports, based on serviced locations and personnel.

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Features

- Dynamically generated electronic questionnaires, depending on type of service
- Over-the-air, real-time personnel presence tracking
- Over-the-air, real-time transmission of questionnaire results
- Dynamic, over-the-air routing of personnel to service points
- Dual mode functionality
  Online – whenever 3G/GPRS coverage is available
  Offline – the application continues to function normally, buffering messages, and executes a batch update when it re-establishes network connection
- Supplementary geo-tagging of scan information, for GPS-enabled NFC devices
- Capability to capture and upload photos from the field

- Real-time forwarding capability of gathered field information to third-party platforms and management systems
- Registration and assignment of new tags in service points during installation
- Aggregated statistics on answered questionnaires, per period or service point
- Reports and statistics for SLA compliance on service delivery
- Field status and statistics reporting
- Response times and service delivery efficiency
- Client Access on NFC Field Service customized web portal. Limited client access to review field service results

Solution Components

NFC Field Service

- NFC mobile devices for field service personnel
- NFC tags installed on designated service delivery locations
- Central Field Service monitoring platform
- Route Management and Data Entry application
- Communication servers delivering status updates and O-T-A messages

Platform Advantages

- **Versatile Solution, numerous use cases**
  The Field Service platform can be easily customized to adapt to numerous field service activities such as equipment or assets' maintenance, on-site inspections, cleaning services, customer feedback and marketing surveys, delivery of goods etc.

- **Status and service delivery feedback enriched and digitized**
  Dynamic questionnaires for service delivery points facilitate precise collection of digital data, leading to operational insights and business intelligence.

- **Proof of Presence, ease of use**
  The touch of the NFC tag, along with the (optional) location geo-tagging is a full-proof verification of the crew being present in the exact service delivery location.

- **Real-time data communications**
  The central monitoring platform has accurate and real-time records of the status of all operations, delays or deviations from schedule. It is also able to push messages back to the staff on the field.

- **Multi-device and multiplatform**
  The NFC Field Service solution can be deployed on any mobile phone supporting NFC** giving you a wide range of options for devices.

- **Strict SLA monitoring**
  Field Service operations may be scheduled to reflect existing SLAs and deviations are clearly marked and stored. A full set of statistics & reports can then be used to identify discrepancies arising from different sources

- **Continuous Service Guaranteed**
  The NFC Field Service client application continues to operate even in indoor locations where mobile network coverage is not guaranteed. The offline queuing subsystems ensure that all check point scans (and relevant information) will be stored and transmitted immediately upon network reconnection.

  *** Android NFC and JSR 257 platforms currently supported*

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