

# Tego's Field Service Solution: A Mobile Application with Enterprise Level Cloud Visibility



Tego's solution provides:

- Automation and visibility of parts and processes in the field
- Mobile device application with alerts and reporting
- Data without the need to be connected

## The Challenge

**Most organizations face a similar daily challenge with their field service workforce. How to deliver the highest quality service for their customers while also managing the financial cost of these activities to the organization.**

Traditionally, field service departments have been known to run as cost centers, often dogged by redundant activities and misallocation of labor resources. However, with new connected technologies there is the opportunity for field service organizations to become more efficient and even monetized.

One direct way to improve the cost structure for field service activities is to provide a level of connectedness that shares information, allows for controlled processes to occur, both of which results in operational efficiency no matter the location. For example, automated real time data provided to front-line workers enables them to perform their work more efficiently, with less risk, and with the most up-to-date data that assures good outcomes.

## The Scope of the Problem

Field service workforces are essential to companies across many industries, including medical device capital equipment manufacturers, telecommunication, utility, mining, electronics and even retail.

The business challenges facing this specialized workforce stems from a need for relevant information essential for them to carry out their work in a manner that saves time and adds value. Information needs to reach them wherever they are in the field - in a service truck, on remote site, or sitting in front of the installed product. Better information in the hands of the field worker means improved processes and outcome, not to mention the better control and management of costs.

Examples of field-service work that can be significantly improved include:

- ✓ Field reporting
- ✓ Management of spare parts
- ✓ Warranty management
- ✓ Risk management



## The Solution

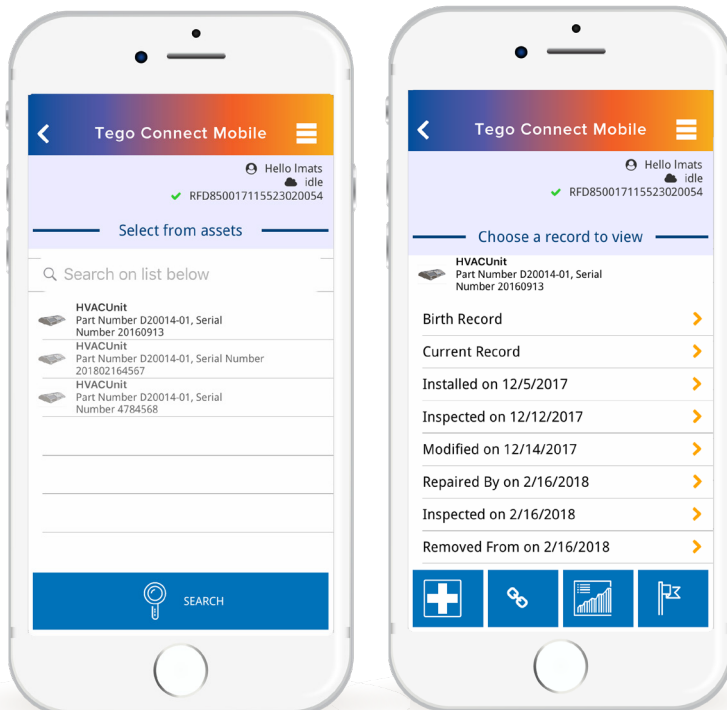
### TegoConnect Application and TegoHub Cloud Level Reporting

Tego offers a an out-of-the box connected solution for field service management. The solution provides remote data availability and work process control capabilities that help track, manage, and protect field-based assets, products and inventory. TegoHub is a Cloud offering giving enterprise-wide visibility and automated reporting, which assures organization of accurate ongoing field service activities and processes.

Technicians can scan products, parts and assets on site to access digital maintenance records, run field activity reports and access data about the asset itself. No WiFi connectivity is required. Field maintenance activities issued through work orders can then be captured dynamically, stored, and saved, creating a complete audit trail [birth to death] for each asset.

At a minimum, the solution tracks the following activities on any asset:

- ✓ Change in condition
- ✓ Change in custody
- ✓ Maintenance completed
- ✓ Spare part replacement
- ✓ Change in expiration
- ✓ Warranty dates



Tego Connect Mobile on TSL model

Tego Connect Mobile on Zebra model

## Tego Connect Mobile

Tego Connect Mobile gives field workers visibility into the maintenance history of assets, components and parts installed in the field.



Tego's solution utilizes a mobile device application to enable automated visibility into an asset's lifecycle, history and maintenance records. The mobile application runs on any iOS or Android device. Data inputs can be either bar-code/QR codes or RFID tags. If RFID tags are used, a handheld reader must be Bluetooth connected to the mobile device for non-line of sight data capture. Managers can create rules in the software that when triggered, inform the field worker to what processes to follow. In this way the solution enables a true data and business workflow exchange, from the field to the enterprise and back again.

All field maintenance activities performed in the application are automatically synchronized to TegoHub. TegoHub is an enterprise, cloud database for aggregated viewing and analysis of field assets located anywhere in the world. The Hub provides individual and aggregated analytics about products or assets, including metadata of business process. Tego's SaaS solution is standalone or can be integrated into a traditional EAM module.

# Tego Hub

TegoHub gives a centralized view of assets, asset condition and lifecycle maintenance needs and repairs. Alerts and notifications are easily visualized and in real time updated based on field activity.





## Benefits

Technicians can focus their time and attention on more important value add activities, like servicing the field asset, reducing asset condition risk, and providing real time updates directly in the field. Eliminate labor-intensive activities like redundant travel or sifting through documents at a repair site. When the relevant critical information is digitized, automation of processes occurs, asset risk is reduced, unplanned downtime is eliminated, and total cost of ownership is dramatically reduced.

## ROI

The proven business benefits of capturing digital data on the assets include:

**40%** Reduction in wasteful labor and inefficient paper-based processes

**20%** Reduction in TCO

**20%** Extended life of asset in the field



Improved regulatory compliance and reduced risk



Enhanced spare part visibility, authenticity and component configuration



Customer satisfaction

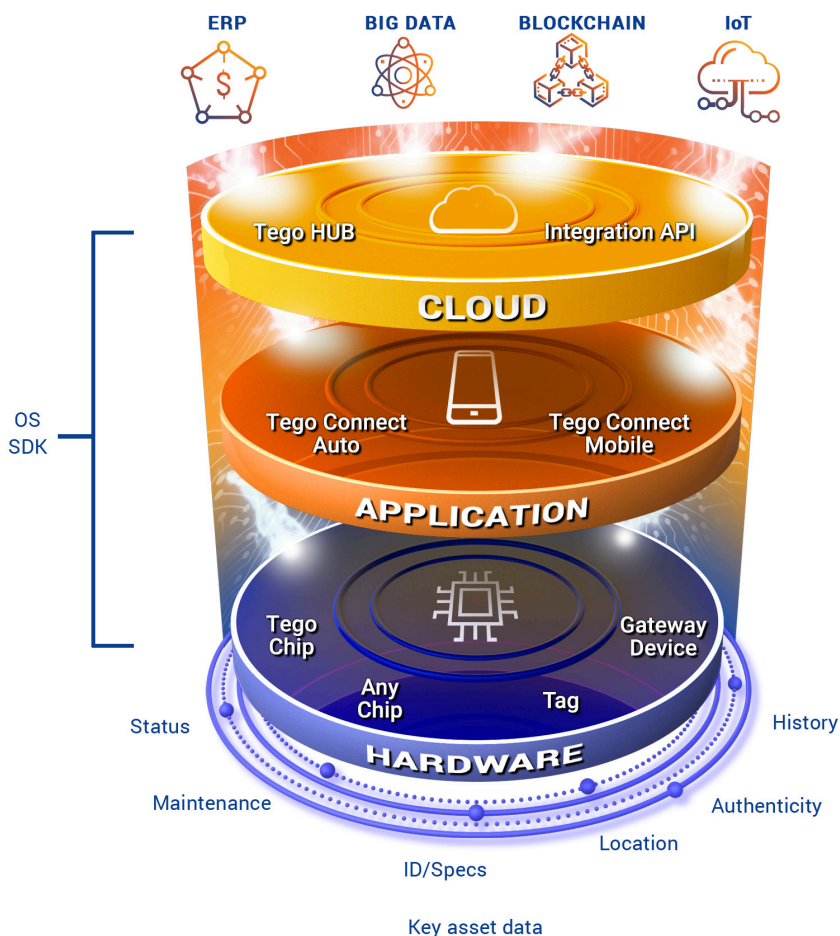


First time fix rate improvement



## Tego Platform

Asset management with Tego's solution, powered by the company's award-winning Asset Intelligence Platform (AIP), complete with mobile device applications and centralized cloud accessibility for your organization.



The solution enables the digitization of capital asset maintenance activities on assets in the field for safer, less costly management, reduced total cost of ownership and field work force efficiency.

## Platform Advantages

- Quick and inexpensive deployment
- Minimal new infrastructure requirements
- Universally deployable on any type of product, packaging, part or component
- Open and multi-platform, Tego's mobile device application supports all major mobile and desktop operating systems, including iOS, Android, Windows and OS X
- Tego operates across all RF gateway protocols and handheld readers
- Scalable to any environment and size of operation
- Capable of standalone deployment without complex integrations
- Integration with inventory management systems or EAM modules, through a library of APIs
- Configurable to customer requirements
- Easier sharing of data across systems

→ Find out how your organization can eliminate inefficiencies and save significant costs by leveraging a turnkey solution to transform its supply chain and improve visibility across the organization. [Contact Us Today.](https://www.tegoinc.com)