



Workflow Management

Start Point
<ul style="list-style-type: none">• High cost for field engineers• 2000 engineers• Poor Management• Low efficiency• No national uniformity• Manual/semi automatic processes
Objective
<ul style="list-style-type: none">• Work with client to design new system• Introduce automatic workflow management system• Project manage roll out programme• Re-engineer processes• Train staff
Methodology
<ul style="list-style-type: none">• Work with client• Introduce new technology• Use mobile technology
Outcome Benefits
<ul style="list-style-type: none">• Saved £36m per annum• Fully automated mobile system• 99.99% availability of system