

How It Works?

1. Workflow coordinator or sales support staff at the office can log on to the Internet to access Smart Dispatch. Through a user-friendly web interface, the workflow coordinator can get overview of job progress, initiate job or send text messages to mobile workers in the field and perform status analysis.
2. Using a WAP-enabled phone, mobile workforce can instantly access details of job and send notification or work progress reports to the workflow coordinator at the office.
3. The information sent is transmitted wirelessly and instantly updated on the online job schedule. The system collects and time-stamps the status such as "Accepted", "Arrived", "Rejected". The retrieved information is automatically archived on Smart Dispatch for report analysis.



Headquarter

- Create and assign job order to mobile workforce
- Get real-time overview of job status
- Generate reports for further analysis

Mobile Workforce

- Receive or view job orders
- Update job status: accept/reject/arrive/close
- Message to dispatcher or mobile workforce



Set-Up Requirement

Smart Dispatch is a cost effective subscription-based service which companies can start using without significant investment in both hardware and software. There are 3 easy steps to start enhancing your business with job management intelligence:

1. Get a WAP-enabled phone
2. Subscribe to wireless service (data)
3. Subscribe to Smart Dispatch

Be Smart. Dispatch, trace and update jobs wirelessly.

Mobile Application Services



Smart Dispatch

Work Dispatch Management Services



TRACE YOUR JOB

No expensive hardware or software needed.



Know what your job status is? Enjoy the flexibility of managing your mobile workforce in real-time. Assign and confirm jobs, and view completion status as they happen, all on one screen. Streamline your process with Smart Dispatch today.



NexWave

Next Generation Mobility Solutions and Services

NexWave Solutions provides next-generation, mobility and wireless solutions for enterprises. Our core expertise in IP and wireless communications helps customers use innovative solutions to obtain competitive advantage.

For more information,
visit www.smart-apps.com | www.nexwave.com.sg
email: sales@nexwave.com.sg
tel: (+65) 6486 8888 (+65) 6483 7666
fax: (+65) 6483 7555

NexWave Solutions Pte Ltd. Company Reg. No.: 199 402 532 D. Printed in May 2005.



Be Smart. Dispatch, trace and update jobs wirelessly.





Be Smart. Dispatch & update job wirelessly.

Smart Dispatch is a web-based work dispatch management service, which allows companies to manage their workflow more effectively by dispatching jobs to their mobile workforce wirelessly and obtaining real-time status updates. The service allows information exchange between our customer's office and the handheld devices of their workforce such as mobile phone and PDAs.

Office administrators can expect up-to-the-minute online reporting on the assignment, confirmation and completion of jobs – all within a single screen.

Mobile workforces can access job information, such as customer information and job details, on their handheld devices.

Rich in innovative features and functionality, Smart Dispatch affordably offers workflow coordinators and mobile workers the power of superior communications and real-time job status tracing. The results are streamlined processes that increase efficiency, reduce operating costs and improve customer service. Enjoy cost savings with a work management system that is maintenance-free and easily scalable as you increase your workforce.



Key Benefits

Improve efficiency and productivity

- Increase speed and accuracy of job exchange between HQ workflow coordinator and mobile workforce.
- Mobile workers do not require to return to the HQ to get the list of jobs.
- Offer reminder about potential late deliveries before they happen, allowing more timely responses.

Reduce cost of operation

- Reduce staff cost associated with inefficiency in managing the mobile workforce and manual data entry.
- Reduce amount of costly penalties for missing the service level response time.

Improve customer service

- Accurate communication of job details facilitates accurate job fulfilment.
- Instant answer to query about job status.
- Better knowledge of customer demands enables more proactive action

Lower risk and higher flexibility

- No big investment or maintenance is required for subscription-based solution.
- Fast implementation and high flexibility in scaling up the subscription to keep pace with business growth.

Key Features

Job Dispatch Management

Define and adjust complex daily schedules with only a few clicks.

View Job

Overview of job progress by JobID and job distribution among the mobile workforce on one screen.

Two-way Messaging

Communicate effectively with messaging application – send and receive order status, updates and messages.

The screenshot shows the Smart Dispatch web interface. At the top, there's a navigation bar with 'Jobs', 'View', 'Message', 'Customer', 'Report', and 'Log Off'. Below this is a 'Master Job List' section with filters for 'By Customer' (ALL), 'Mobile User' (ALL), and 'Status' (ALL). The main table lists jobs with columns: Job ID, Entry Time, Start Time, End Time, Status, Customer Name, Job Description, Assigned User, and Remarks. Below the table is a 'Job Alert' section with a table of alerts.

Job ID	Entry Time	Start Time	End Time	Status	Customer Name	Job Description	Assigned User	Remarks
1001	04/12 08:30	04/12 09:00	04/12 09:30	Accepted	Maxwell International	Collection at Maxwell House in Changi base ware...	SE Lim	
1002	04/12 08:40	04/12 09:00	04/12 09:30	Open	ITC (Techpark)	Security alarm at 25 Ayer Rajah Park 18 Enly...	David Ho	
1003	04/12 09:45	04/12 09:24	04/12 10:00	Accepted	Epro Systems (S)	Collect document from PSA frontdesk...	Kevin Ng	
1004	04/12 10:00	04/12 10:00	04/12 11:30	Accepted	Fusion Express	Collect item (DO 3864) from WTC Master for delivery to 25 Sandown...	Raja Mohd	
1005	04/12 10:48	04/12 10:00	04/12 11:00	Not Assigned	Asia Pacific Technology	Pick up 2 boxes from IBM tower and deliver to LTA at Sin Ming Road...	Nobody	
1006	04/12 11:30	04/12 11:30	04/12 11:30	Not Assigned	Eastman	Walk item collection from 22 Jinnah Road, so be...	Nobody	

S/N	Time	Alert Description	Name	JobID	Type	Make M
1001	04/12 10:00	Reminder sent to Raja Mohd about Job ID: 1002 on Dec 4, 10:05 AM	Raja Mohd	1004	Reminder	
1002	04/12 11:00	New Job Alert sent to David Ho for JobID1002 at Reminder sent to on Dec 4, 11:00 AM	David Ho	1002	Reminder	

Report & Analysis

Job management report is printable, with export capability to spreadsheet for further analysis.

User-friendly Interface

Easy to use application with customisable company logo and job status.



WAP-enabled Phone

- Receive new jobs
- Manage assigned jobs
- Update job status
- Send/receive message

Office Administrator

1. Log-in

2. Add Jobs

3. Instant Update on Master Job List

Mobile Workforce

1. Log-in

2. View Job Details

3. Update Job Status (Accept/Reject) & Send Message

4. Upon Job Completion Update Job Status (Arrived/Closed)