TrackForce by DQ Technologies Workforce Management and Scheduling Software

TrackForce is designed to deal with complex scheduling and workflow requirements that relate to internal and mobile resource activity. The system provides users with a set of simple to use tools that are matched with advanced scheduling and optimization routines. These routines are tightly integrated into a single platform for activity scheduling, dispatching, tracking, and total management of internal and mobile field force operations. TrackForce helps organizations ensure workforce utilization remains at a high level, allowing them to provide exceptional customer service and manage operational expense.

- TrackForce helps reduce operating overhead related to mobile workforce scheduling, deployment, management, and tracking.
- TrackForce offers CSRs advanced scheduling tools to maximize mobile workforce efficiency.
- Dispatchers and managers can use state of the art GPS tracking and real-time point of order data collection tools to ensure effective operations.
- TrackForce provides scheduling and dispatch offices a graphical view of the who, what, where, and when of every work order.

Microsoft Partner
Gold Independent Software Vendor (ISV)

INFOR solution partner

GARMIN AUTHORIZED PARTNER

TrackForce Features:

- **Service Scheduler Window** - displays available field personnel, custom schedule times, updated order status information, and drag and drop scheduling capabilities.

- **Employee Scheduler Window** - a back office view of employee schedules, real-time job status, and job completion information; allowing management to quickly see where things may or may not be happening as anticipated.

- **Route Map** - creates daily route sheets with turn-by-turn directions, including built in drive times and estimated job time requirements. Allows for quick searches related to daily job requirements by employee, type, or status. Also built in is the ability to use the map to create specific workforce territories to greatly improve scheduling automation.

- **GPS Tracker** - view/track the current location of your entire workforce. Use the map to locate and deploy workers based on emergent job requirements.

- **GPS Reporting** - report on assumed vs. actual drive dispatch and time, and create required DOT and state to state mileage reports.

- **Mobile Connectivity Options** - provide powerful remote application tools to your mobile workforce. Directly connect technicians with order and service data, and the ability to remotely sync with TrackForce back office databases. Update all of the data relating to job arrival, stop, completion, notes, and ticket and service order close and clear codes.

"TrackForce gives us the power in a single platform to maximize mobile resources, easily schedule complex work orders and efficiently manage operations challenges."
-- Brian Bollings, VP, Bristol Virginia Utilities

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DQ Technologies TrackForce with GPS Tracking

GPS Tracking:

DQ Technologies offers an integrated GPS tracking solution to optimize workforces by allowing management to identify the workers who are consistently performing at high or low levels. With these tools businesses can benchmark effective practices and manage by exception. Other benefits include:

- Tools to locate, track, and optimize your entire workforce
- High degree of precision in observing the exact location of every vehicle and quickly determine if your workers are staying on schedule to meet all customer commitments
- Retrace vehicle movements to ensure compliance and create a culture of accountability within your organization
- Automatically capture activity based cost data such as arrival and departure time for customer profitability reporting
- Dynamic Geofencing performs automatic order status updates visible in your ODT system
- Avoid lost time and added mileage by providing mobile assets with integrated turn by turn navigation from our partner Garmin®

Once an order is entered into an ERP system TrackForce will remove all guess work by automatically scheduling everything that needs to happen, in the order it needs to happen, by the people with appropriate skills, in the correct area, and with available time to complete the work.

TrackForce Benefits:

- Provide accurate real-time information about each job status to and from the field
- Streamline business processes
- Customized rules based scheduling
- Real-time dispatching and scheduling
- Improve productivity and safety of field employees
- Reduce field personnel management costs
- Centralize dispatch centers
- Create customer workforce accountability
- Increase your organizations ability to quickly manage information regarding business process and make more effective decisions

TrackForce ROI:

- Reduce labor intensive dispatching processes
  - Simple and efficient scheduling tools
- Culture of accountability
  - Create and manage expectations for dispatch and field personnel performance
- Improve customer service
  - On time, better communication, instant visibility
- Reduce operational expenses
  - More with less, Garmin®navigation, reduced fuel expense
- Integrated GPS tracking solutions
  - Set and track service delivery expectations

DQ TECHNOLOGIES