A key aspect of workforce management, regardless of the integrated workplace management system (IWMS) or applications you’re using, is giving technicians the tools they need to get work done more efficiently. There are obvious productivity benefits to this, but the positives aren’t limited to getting more done.

Giving technicians the means to get work done faster empowers them and extends the value of your operations and your TRIRIGA® investment.
But historically, a key challenge for empowering technicians involves improving access to the essential systems they need such as, TRIRIGA®. This is why eCIFM Solutions developed a dedicated mobile application suite called On The Go! (OTG!) to put TRIRIGA in the field.

A NEW TYPE OF WORKFORCE Management Tool

Workforce management tools have evolved a lot over the past few decades, but workforce managers have struggled to put them into practice. Many companies still rely on printed work orders, documents with handwritten notes, and manual updates to get work done. And while such an approach may have been fine in the pre-mobile days of workforce management, in 2020, technicians need better solutions for accessing facility data in the field.

In other words, a mobile app. Services On The Go! provides the solution here, offering technicians an easy channel for receiving work orders, updates, and details—all coupled with the ability to work offline and automatically sync with TRIRIGA® when the technician re-enters the wireless service area.
Having access to work data is one thing, but as technicians know, actually completing work is only part of the job. There are plenty of administrative tasks that need to get done as well, many of which are time-consuming when using manual efforts. For example, some field service companies still require technicians to log time entries on paper and submit entries by hand to supervisors—an unnecessary process in a world where integrated mobile apps exist.

With TRIRIGA® in their pocket, technicians can access work details, procedures, meter readings, parts inventories, assets, comments, and any other work resources—all from their mobile device.

With mobile solutions like Services OTG!, technicians have all the data they need at their fingertips and can send or receive project updates with the tap of a finger. All of this can be done in real-time and uploaded back to TRIRIGA®—keeping all technicians connected to the same system, no matter how many workers are out in the field.
Applications like Services OTG! accelerate these administrative tasks by letting technicians handle things digitally. They can enter time against work performed, add time, comments, photos, and submit these records to supervisors right from the app. The supervisors, in turn, will sign off on this information through Supervisor OTG!, creating an administrative system that’s easy and paper-free.

In short, it’s a new system of mobile workforce management that boosts each technician’s response time, productivity, and agility in the face of unknowns. For getting the most possible value out of your TRIRIGA® investment, there’s nothing better.

**STREAMLINE INVENTORY MANAGEMENT**

Cycle counts are the backbone of many day-to-day operations, and accurate inventory management is a must for enterprise-level organizations.

Taking inventory across your portfolio should be accurate and interpreted with ease. Always. At least that’s the goal, right?

In reality, administrative tasks like inventory management are common sources of inefficiency and uncertainty. And while the TRIRIGA® IWMS can help manage some of these tasks, it can only do so much—and most functions are reserved for in-office, desktop use.

That’s why smart managers find mobile solutions to bridge the gap between on-site inventory process and office workplace management systems.
MOBILE MEANS INVENTORY MANAGEMENT
Where You Need It Most

Mobile integration and accessibility are where eCIFM excels, and Inventory On The Go! provides a simple all-in-one inventory management solution for organizations that use TRIRIGA®.

You no longer need to wait until you're back at the office to issue parts and ensure inventory counts are accurate because the app has you covered on-site and in the field.

MANAGE INVENTORY
Counts

Traditional inventory processes are maintained using spreadsheets, physical on-site audits, and end-of-the-day database backups. It’s a method that’s worked, but facility managers know a certain margin of error is always present with traditional inventory management. Bridging that TRIRIGA® gap using Inventory OTG! means you can manage inventory counts with ease and from the comfort of your own mobile device.

With Inventory OTG! you can:

- See what inventory quantities are on hand
- Update inventory counts and add comments to individual items
- Perform automatic discrepancy calculations
- Enable barcode/QR Code scanning to find items during inventory counts

Inventory OTG! takes the power of TRIRIGA®’s inventory management and puts it in the palm of your hand.
Inventory OTG! not only covers inventory counts and audits in real time, which is crucial for daily operations, but the application is capable of issuing inventory to and from important sites with ease.

Managers can issue inventory for managed parts, including details about quantities and where holds might be slowing the process, from an Inventory OTG!-enabled mobile device. This means no more waiting until the end of the day to assess current inventory before dedicating valuable resources where they’re needed.
THE INSPECTOR’S GADGET

As facility managers know, inspections are a regular (though often tedious) part of facilities portfolio management. Every building and asset in the portfolio needs to be audited regularly—a process that’s notorious for being time-consuming and labor-intensive at the best of times. Even an IWMS like TRIRIGA® has its limitations here. Reactive, chaotic facility environments are challenging to stay on top of, even with a strong data repository like TRIRIGA®.

And though TRIRIGA® works great as an IWMS, field inspectors have had few ways of staying connected to the system while out on the job. And really, how can you be sure you’re getting the most out of your workplace management system if you don’t have the data you need precisely when and where you need it?

This is why best-in-class mobile solutions for TRIRIGA® are necessary for unlocking the full potential of the system—leading us into our next solution, Inspections On The Go!

ACCESS TRIRIGA® INSPECTION

Features in the Field

With Inspections OTG!, inspectors can perform building system assessments for each facility in the portfolio, calculating a Facility Condition Index to benchmark each building’s status over time. The same applies to asset inspections. Inspectors will be able to perform their assessments and create new Asset Condition Indexes to help managers get a handle on every component under their purview. It makes other inspection process easier to manage as well, such as space and occupancy surveys. With the power of TRIRIGA® in the technician's hands, any type of assessment can be made and instantly uploaded back to the system.
Of course, mobile access means that workforce managers can view planned inspection lists from anywhere and make work order adjustments as needed. And once the inspections are done, it’s simple to create new records, update files, or make comments about each facility as necessary.

*It’s all possible right from the user’s mobile device, making communication among technicians easier than ever—particularly for companies with bring-your-own-device (BYOD) policies.*

**OFFLINE CAPABILITIES AND Data Entry Accuracy**

A key feature of the OTG! mobile suite for TRIRIGA® is its offline capability. Technicians and managers know all too well how frustrating it is to record inspection details or updates on paper but have to wait until the inspector returns to the office to update the file.

With Inspections OTG!, inspectors have an easy way to audit facilities and upload that data directly back to TRIRIGA®. Even if the inspector is offline, the data will automatically sync when he/she returns to service range. This means that every change, update, and log entered into the system will be applied directly from the field, creating no question about the status of active inspections.

Plus, this system eliminates the need for inspectors to record updates on paper, reducing the risk of secondary data entry errors. There’s no paper to worry about. Everything’s handled right from the device itself.
INSTANT ACCESS TO
Portfolio Inspection Data

Taken together, this type of mobile application makes it easier to get work done by streamlining processes for both inspectors and managers. With this TRIRIGA® data available from anywhere, managers will find it easier to assess each facility’s status and identify problem areas or opportunities for improvement. This all contributes to an inspections process in which facilities are maintained as well as possible in the long term.

And when it comes time to perform the inspections again, all of the previous work data will be available at a glance. This simple adjustment helps keep things consistent and reduces variability across inspectors and audit events. In short, it’s a best-in-class mobile solution that supports the best possible ROI for your TRIRIGA® investment.

A CONTROL TOWER FOR SUPERVISORY DUTIES

Improved facility management is an organizational goal that has to be tackled from all levels, starting at the top. Supervisors are responsible for managing work quality, dispatching teams, addressing new work tickets, and, overall, acting as a guiding force for field technicians. In essence, they’re the control towers of a service business that ensures that all customer service goals are met.

As such, managers must ensure that all supervisory teams have the tools they need to succeed, starting with the way they communicate. And on that score, eCIFM’s suite of mobile features comes back into action.
Supervisor On The Go! is a powerful mobile tool designed specifically for TRIRIGA®. This application gives supervisors a simple, user-friendly dashboard for managing their tasks and corralling their teams. Supervisor OTG! lets any operator manage technician assignments, view technician loading, approve time entries, and assign new tickets—all straight from their mobile devices. The benefits of this type of centralized hub are hard to overstate, but let’s explore further.

**MANAGE**

**Worker Assignments**

Primarily, a mobile solution like Supervisor OTG! makes it easy for operators to manage their teams across the entire portfolio of facility work. Supervisors can review each task assignment and adjust it based on the company’s availability and resources. For example, if a technician has a specialized skill-set unique to a given task, that technician can be easily assigned/re-assigned accordingly.

Along the same lines, supervisors can see when a technician is overbooked and remove assignments to help manage the workload. It’s a straightforward, effective system of communication that provides a single channel for all assignments and tasks.

**VIEW**

**Technician Load**

While assignment management is a direct feature of Supervisor OTG!, it serves an important ancillary function as a technician management dashboard.

In the app, supervisors can see how many hours each technician is scheduled to work, which days he/she is scheduled, and all tasks assigned to that technician. Consider how supervisors can use these systems to support their teams, including assigning multiple technicians to a demanding task.
And when new tasks are assigned by the supervisor, they appear in the technician’s own mobile dashboard, synced automatically through TRIRIGA®. As a result, every technician’s schedule is utilized efficiently, no matter how many tasks are in the queue.

APPROVE

Time Entries

To keep the organization running smoothly, supervisors need to stay on top of technician time entries and approvals. This is a simple task made even simpler by using Supervisor OTG!
Supervisors can, in an instant, approve time entries, return entries to technicians, and automatically submit time logs to TRIRIGA®. All of the information is at the supervisor’s fingertips. No more time wasted transferring paper files or waiting for supervisors to get back into the office to sign off on time sheets.
You already know TRIRIGA® changed the way you manage your real estate portfolio. What you didn't know was just how much best-in-class mobile solutions could expand your TRIRIGA® reach. After all, TRIRIGA provides the data you need and helps you turn unknowns into knowns—but without a way to bring those benefits to the field, facility managers will always be playing catch up.

Mobile solutions like eCIFM’s OTG! Suite of apps offer a way to get work done faster and address facility issues as—or even before—they arise. It doesn’t matter what the job is or what data you need, everything your team members need is at their fingertips.

If you’re curious about the other benefits that mobile apps can bring to TRIRIGA®, we’d recommend reaching out to eCIFM Solutions for an assessment of your business. Our team will work with you and come up with a personalized strategy for upgrading your TRIRIGA® capabilities.

Contact the experts for a free demo and let eCIFM’s On The Go! suite of mobile IWMS applications transform the way you work with TRIRIGA.