AVEPOINT MOBILE WORKFORCE
FOR MICROSOFT CITYNEXT

City governments seeking to enhance citizen satisfaction by delivering fast and responsive services must embrace technology that drives in-field efficiency.

AvePoint Mobile Workforce modernizes service delivery with a unified system that streamlines in-field operations and resource management. By providing field staff with anywhere, anytime access to the information and resources they need, as well as intelligently assigning tasks based on up-to-date location and availability, government agencies can better meet the demands of their citizens.

INTELLIGENT SCHEDULING & ASSIGNMENTS	STREAMLINE IN-FIELD OPERATIONS	ACCELERATE BUSINESS PROGRESS
Simplify field staff management –receive alerts on incoming tasks, and monitor task status and progress, as well as individual availability and location in a single interface. Streamline task routing by assigning tasks based on real-time location and availability of field staff through an interactive map.	Minimize response time with an integrated navigation system to provide guidance to the next task. From any device, maximize field staff efficiency by providing instant status updates, built-in alerts and notifications, live remote assistance, rich-media annotation, and standardized checklists.	Optimize processes and resources by gaining keen insight on individual and team performance through rich management dashboards and detailed analytics.

STAY CONNECTED. STAY INFORMED. STAY MOBILE.

Using Microsoft technologies – including Dynamics CRM, Lync, SharePoint, and Yammer – AvePoint Mobile Workforce allows governments to implement a comprehensive mobile strategy that drives efficiency to deliver faster and better services to their citizens.

Our integrated field operation system provides field workers with easy access to critical information where and when they need it, allowing continuous productivity both in and out of the office.

SMARTER SOLUTIONS. BETTER RESULTS. PRODUCTIVITY FOR THE MODERN CITY.

Powered by: AvePoint®   Microsoft Dynamics   Lync   SharePoint   yammer

FOR YOUR FIELD STAFF:

- View assigned tasks on the go based on location, task type, and urgency.

- Log response activity directly into your mobile device to annotate and update task status in real time.

- Add pictures, videos, and audio notes to quickly log evidence of violations.

- Get immediate assistance on location with SMS, and instant access to guides and resources.

FOR YOUR FIELD TEAM MANAGERS:

- Streamline routing and handling of inbound requests with live status and location tracking.

- Optimize resource scheduling and keep track of all task processes by viewing key metrics – including request status, type, and location – through a centralized dashboard.

FOR AGENCY MANAGEMENT:

- Track critical key performance indicators (KPIs) for individual field officers or teams, including incoming task type, location, and response times.

- Improve reporting, findability, and data quality by classifying requests with a centralized taxonomy and rolling back unintended modifications or deletions.

- Trend key metrics and request data over time to enhance planning, resourcing, and tracking of citizen satisfaction ratings.

NEXT STEPS
To find out more about AvePoint's solutions for Microsoft CityNext, please contact Sales@AvePoint.com