



CASE STUDY

Implementation of WFMS

for a leading Retail Asset

Audit Company

Client Overview

The Client is an UK based international business focused on delivering sustainable solutions to complex facilities management issues. Their largest Retail Division is engaged in operations like, customer asset maintenance in warehouses, cleaning & arranging of customer assets in stores, periodic auditing of customer assets (both Qty-wise and value-wise).



Business Challenges

- The Application to cater around 4500 Field Operatives and about 10,000 sites across Europe with their distance of travel, cost of travel and Cost to the Company.
- They had multiple Divisions consists of Retail Stock Take, Retail Store Support, Pharmacy, Supply Chain and Vehicle Audit divisions
- Multi-country operation with claims in various currencies and conversions involved.
- Complex mileages, wage and billing rules which vary based on contracts

Business Solution

- All their divisions are automated, and integrated with their existing SMS, START, Google Map solutions
- The Application has been developed to avoid mileage pilferages, expenses over billing, cost escalation for jobs, Optimized way of scheduling and deployment
- The Mobile version of the application is developed in IBM Mobile First platform with a hybrid development of IOS, Android & Windows versions
- Optimizing the Mini Bus operation for its full capacity, to save on the running cost
- Implementing Integrated Billing rules, Travel based Mileage Rules, and Salary based Wage rules

Business Benefits

- The level of automation of the existing manual process enables in better utilization of time and resources leading to improved better efficiency.
- Saving on distance travelled, allowance claimed, increased working hours and finally considerable fuel savings
- The application features are expected to bring in bountiful savings for the organization with reduced duplicate claims, reduced mileage costs, reduced timings in payroll processing, efficient productive resource utilization etc.,
- Improved overall service quality and customer satisfaction, who can have better service of their facilities and assets.