

# FIELD SERVICE MANAGEMENT

Robust user-centric mobile solutions  
built for the field



INCREASE FIELD  
WORKER ACTIVITY  
BY 20-35%



## Experts in Mobile Field Solutions

Retriever's field mobility solutions improve productivity by automating data collection processes for companies with field operations.

Retriever offers a suite of 'off-the-shelf' industry specific mobility solutions for field workers in a range of field service industries such as manufacturing, service maintenance, facilities management and utilities. Each solution is highly configurable to ensure it reflects your current field processes.

Provide your field workers with the tools necessary to capture complete and accurate information on site. All information is dynamically updated in the office, so your field workers can complete the work faster than ever before.

### Mobility Delivery Guarantees:

#### 1. Lifetime Warranty of Enterprise Apps

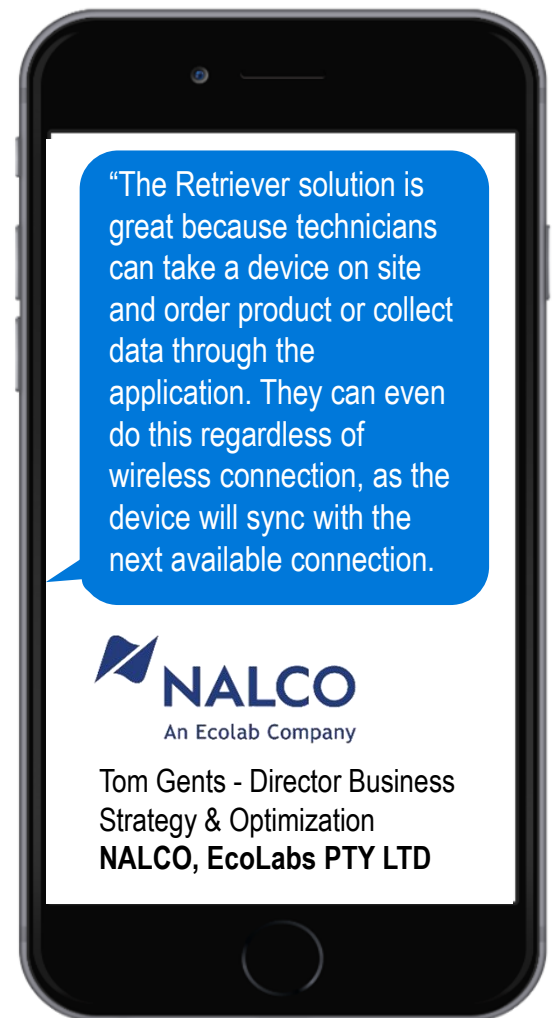
Your native App will always run on all mainstream mobile operating systems - whatever they may be.

#### 2. Guaranteed No Data Loss

Without surety of no data loss manual systems must be maintained by field users – so we guarantee it.

#### 3. Mobile Apps will Work Out Of Mobile Coverage

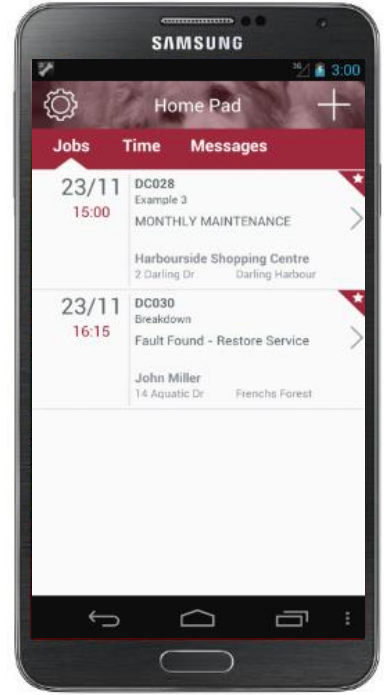
All day if required! Retriever App's can work all day out of coverage due to a full and local referential data base.



# Solution Features

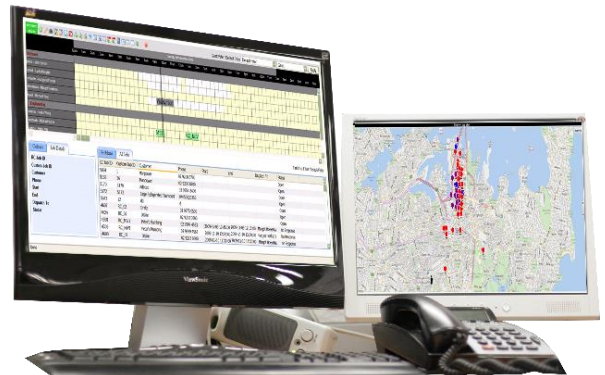
The components of a Retriever field service management solution are:

- **Retriever Mobile** – Retriever mobile pushes job and relevant job information to mobile workers who can then capture signatures, parts, complete time sheets, checklists and site risk assessments. Real-time synchronization and encrypted data transfer makes it an ideal solution for managing the mobile field.
- **Retriever Schedule** – Assign work and dispatch dynamically out to the field, managed through Retriever’s Web 2.0 scheduler. It provides the technology required for efficient job planning, assignment , update and dynamic field connectivity.



# Retriever Solution Benefits

- ✓ **Proven mobile solutions** - enterprise grade, reliable & robust for low risk deployment
- ✓ **Streamline processes** – eliminate timely paper form processes in the field
- ✓ **Advanced scheduling** - enable effective management of technicians & work orders
- ✓ **View tech location & job status** – increase your real-time field visibility & responsiveness
- ✓ **Mobile apps run across mobile platforms** - your decisions are not based on hardware
- ✓ **Mandatory data capture** – enforcement of data entry boosts compliance & data accuracy
- ✓ **Less admin for technicians** – complete more billable hours with less admin to worry about.
- ✓ **Optimize your resources** - Improve field worker, equipment & vehicle utilization.
- ✓ **Remove manual job data entry** – eliminate time delays & reduce operating costs significantly



**If you would like more information:**

Email us: [sales@retrievercommunications.com](mailto:sales@retrievercommunications.com)

Or visit: [www.retrieverbarking.com/barking-for-service](http://www.retrieverbarking.com/barking-for-service)

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## About Retriever Communications

A global expert in Field Service Management headquartered in Sydney and with additional development and support in the US and staff in Europe. For 20 years, Retriever has been partnering with clients to drive operational efficiency by mobilising workforces, advancing delivery of service and improving asset management.

Retriever provides off-the-shelf and bespoke mobile applications which are built to work in or out of coverage alongside a scheduling solution for efficient job planning, crew assignment and work-order planning. With a 100% deployment success rate, Retriever tailors and configures solutions for industries from Utilities to Environmental including field service maintenance, inspections, environmental testing, OH&S whilst integrating to GIS, Engineering and ERP systems.

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